

Customer Service Representative – Part-time

OVERVIEW

Under the supervision of the City Manager or designee, the Customer Service Representative (CSR) performs administrative and office support functions for the City. Functions include: interacting with the general public providing key information and directing inquiries, providing a wide range of organization and clerical support, administering applications, permits and reporting under guidance of the Building Official and administering utility billing/sewer lateral duties under the direction of the Finance Director.

CONFIDENTIAL EMPLOYEE

This position is expected to provide administrative and clerical support to the Administrative Staff. This employee works independently with a minimum of supervision and practices a moderate amount of discretion.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of City practice, policy and procedures
- Knowledge of good customer relations practices
- Skill in oral and written communication
- Skill in handling multiple tasks and prioritizing
- Skill in using computers and related software
- Skill in planning and organizing
- Ability to establish and maintain effective communication and working relationships with internal and external customers
- Ability to work with frequent interruptions and changes in priorities
- Ability to handle conflict and uncertain situations

REGULAR DUTIES

- Answers telephone and greets members of the public visiting City Hall. Provides detailed information regarding functions, responsibilities, and policies of the City or makes referrals to appropriate staff.
- Assist public with special event, planning, building and engineering applications. Route applications to proper staff and follow up as necessary.
- Assist with application review process, the issuing of permits and collection of fees as applicable.
- Collects and distributes mail to City Council and staff. Maintains appointment calendar and prepares and maintains correspondence. Assists in maintenance of City master files.
- Assist with Utility Billing functions.
- General office duties including filing, copying, mail distribution, ordering of supplies.
- Other duties as assigned.

ATYPICAL DUTIES

- Because the City of Colfax has a small workforce, the CSR will be required to perform duties outside the scope of the “REGULAR DUTIES” listed above. Assistance with emergencies, events, special projects, and filling-in for the regular duties of absent, key-role employees will be required.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

Physical: Primary functions require sufficient physical ability to work in an office environment; walk, stand, and sit for prolonged periods of time; frequently stoop, bend, kneel, crouch, crawl, climb, reach, and twist; push, pull, lift, and/or carry moderate amounts of weights; verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents.

Hearing: Hear in the normal audio range with or without correction.

TRAINING AND EXPERIENCE

- Two to five years of increasingly responsible administrative experience
 - Experience involving public contact/customer service is desirable
 - Experience involving planning, engineering, and building policies is desirable
 - Accounting and/or bookkeeping experience is desirable
- High School diploma or equivalent required
 - Emphasis on business related courses desired

FLSA

The CSR position is non-exempt in accordance with the provisions of the Fair Labor Standards Act.