



**JOB DESCRIPTION**  
**Customer Service Specialist II**

**Job Class:** C

**FLSA Status:** Non-Exempt

**Annual Base Salary:** \$44,936 - \$67,405

**Supervised By:** Assistant to the City Administrator

**JOB DEFINITION**

The Customer Service Representative II is responsible for greeting guests in a professional, friendly, hospitable manner. This position will be multi-departmental and will provide support and in-person assistance with answering main line phone calls and greeting people who come to City Hall. This employee is responsible for establishing and maintaining positive and professional relationships with those they encounter, especially our citizens, customers, and vendors. This includes an urgency in answering inquiries accurately and promptly. This role is also responsible for all work associated with the administrative tasks of the City's Planning Commission, including but not limited to drafting agendas, coordinating attendance of Commissioners, and recording minutes. The Customer Service Representative II is the lead in answering phone calls related to the Community Development Department and the Public Works Department. This employee has exceptional problem-solving skills and a strong commitment to teamwork. In addition to excellent communication skills, both oral and written, the Customer Service Representative II assists with processing a variety of complex administrative tasks in support of the City. The ability to multi-task and perform error-free work is essential.

The Customer Service Representative II is required to attend Planning Commission meetings, which start at 7:00 PM on the second Tuesday of each month.

**SUPERVISION RECEIVED AND EXERCISED**

- Receives general supervision from the Assistant to the City Administrator and oversight from the City Management Team
- Exercises no supervision

**EXAMPLES OF ESSENTIAL DUTIES** *(This list is not to be construed as a complete representation of the responsibilities of the job, and may include other duties as assigned that are not listed below.)*

| Importance | Tasks                                                                                                                                                                                                                                                                                                                                                                                                                                                           | % of Time |
|------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 1          | Receptionist's duties include administrating all incoming calls and ensure they are redirected accordingly. Greets guests in a professional, friendly, hospitable manner. Open and close visitor area (locking doors, closing blinds, turning off lights). Type memos, correspondence, reports, and other documents. Provides customer service support in times of inclement weather or other emergency events, such as water and/or sanitary sewer disruption. | 40        |
| 2          | Receives and processes planning and zoning applications, building permit applications, and public and private infrastructure applications. Prepares all administrative and clerical duties                                                                                                                                                                                                                                                                      | 30        |

| Importance | Tasks                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | % of Time |
|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
|            | in support of Planning Commission, including preparing agendas and minutes. Maintains and upkeeps file organization (both physical and digital files) for the Community Development Department. Distributes application materials to reviewing departments and team members and coordinates reviews among team members. Accepts and processes all customer payments for planning and zoning applications, building permits, and public and private infrastructure applications. Coordinates building permit and infrastructure inspections between receiving requests, scheduling, and receiving, distributing, and filing inspection reports. |           |
| 3          | Works independently and within a team on special nonrecurring and ongoing internal projects, at the request of the Assistant to the City Administrator, Development Services Director, and Public Works Director, which may include planning and coordinating, disseminating information, coordinating direct mailings, creating brochures.                                                                                                                                                                                                                                                                                                    | 15        |
| 4          | Manage public notification regarding Community Development items, including but not limited to, coordination with the newspaper regarding public notices for public hearings, preparing letters and notices for certified mailers, and uploading information to the City's website.                                                                                                                                                                                                                                                                                                                                                            | 15        |

#### **IMPORTANT JOB FUNCTIONS,**

- Able to answer telephone calls while performing other duties
- Able to work as part of a team
- Excellent phone etiquette
- Excellent verbal communication skills
- Excellent organizational skills
- Punctual
- Problem solver and solution focused
- Maintains positive composure and professional etiquette under pressure
- Able to work with minimal supervision
- Must be customer service driven
- Proficient in MS Office (Word, Excel, Outlook, Access)
- Able to multi-task
- Professional appearance
- Able to serve walk-in customers while performing other duties
- Able to complete other duties as assigned

#### **MATERIAL AND EQUIPMENT USED:**

Computer  
General Office Equipment

#### **MINIMUM QUALIFICATIONS REQUIRED:**

##### Education and Experience:

High school diploma or GED; and,

Two to three years of progressively responsible related experience; or any combination of education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.

An Associate's or Bachelor's degree may be substituted for related experience.

Licenses and Certifications:

Valid Driver's License with safe driving record during employment

Certified or able to certify as Notary Public

Bondable

**KNOWLEDGE, SKILLS, AND ABILITIES:**

Knowledge of:

- Basic knowledge of applicable state, federal and local ordinances, laws, rules and regulations.
- Excellent knowledge of MS Office (Word, Excel, Outlook, Access).
- Basic knowledge of safety procedures for all aspects of job.

Skill in:

- Communicate clearly and concisely, both orally and in writing.
- Excellent attention to detail.
- Document operating records of various tasks and assignments.
- Able to maintain confidentiality of certain public records, transactions, and information. Can identify sensitive records and information and follow procedures for maintaining confidentiality.

Mental and Physical Abilities:

- Works well in a team environment.
- Able to work with a diverse group of people.
- Be courteous, diplomatic, even-tempered, cordial, patient, impartial, cooperative and cheerful when dealing with supervisors, co-workers, elected officials, and the public.
- Establish and maintain effective working relationships with all encountered during the course of work.
- While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; sit; use hands to type, handle, or feel; and reach with hands and arms.

**WORKING CONDITIONS:**

Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust. Working conditions are typically moderately quiet. The employee is occasionally required to carry, lift, move or push up to 25 pounds. This job may require occasional bending, squatting and twisting. This job includes frequent use of manual dexterity and visualization of a computer screen throughout the day.

This position may be required to work overtime, evenings, weekends, special events, and some holidays.

I understand that nothing in this job description restricts the City's right to assign or reassign duties and responsibilities to this job at any time. I also understand that this position description reflects Human Resource's assignment of essential functions; it does not prescribe nor restrict the tasks that may be assigned. I further understand that this position description may be subject to change at any time due to reasonable accommodation or other reasons.

I have reviewed this document and discussed its contents with my supervisor and I fully understand the nature and purpose of this job description and its related duties.

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Employee

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Signature

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Date

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City Administrator

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Signature

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Date

This job description should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.