

South Jordan City

Job Description

Title: Development Services Customer Service Assistant PT **Effective Date:** 5/7/19
Org: 100410 **FLSA:** Non-Exempt
Pay Grade: 7 **Workers Comp:** Clerical

GENERAL PURPOSE

Performs a variety of working level customer service and clerical duties to support the development services department and divisions.

SUPERVISOR

Operations Support Supervisor

POSITION(S) SUPERVISED

None

ESSENTIAL JOB FUNCTIONS

Meet performance standards established with the employee's manager.

Job attendance is required, except for authorized leave.

Audit physical files and scan to convert into electronic versions.

Perform general administrative duties; provide contact assistance to the general public; coordinate scheduling; prepare and compose correspondence, memos, and related communications for personnel; complete reports as requested and transcribe letters, memos, etc.; process purchase requisitions for the department as needed.

Research and respond to questions or problems raised by City staff, outside agencies, and general public.

Attend staff and administrative meetings to take minutes and/or monitor recording of deliberations; transcribe minutes; prepare minutes for review and approval; import minutes into permanent records, files and cross-references; maintain permanent records.

Maintain calendar; schedule and coordinate meetings and appointments; apprise supervisor of activity schedule showing events, activities, committee meetings, public hearings, staff meetings etc.; follow up on appointment schedules as needed to verify appointment and meeting commitments.

Compose, edit and prepare material for printing and mailing for supervisor. Sign for incoming mail; notify personnel of mail delivery. Assist with the delivery of interoffice mail.

Maintain credit cards and process payments as needed.

Assist in administering all travel arrangements for department staff as needed.

Assist in maintaining, coordinating, and overseeing the Department's phone and data plan.

Assist with Records Management requirements of the Department and City.

Reconcile cashiering reports daily in department database system.

Maintain accuracy of SAA fees for developers including applying fees in the database and sending payoff receipts.

Facilitate Rocky Mountain Power connections and issues for the department.

Assist with monitoring and tracking developer submitted bonds.

Assist with department uniform allowance including processing reimbursements for employees.
Organize and facilitate special events within the department and City as needed.

Perform other duties as assigned.

MINIMUM QUALIFICATIONS

1. Education and Experience:

A. Graduation from High School or G.E.D.;

AND

B. One year experience in above related duties;

2. Special Qualifications:

Valid Utah Class D Driver License

3. Knowledge, Skills, and Abilities:

Knowledge of principles and processes for providing customer service. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction; Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, designing forms, and other office procedures and terminology.

Basic customer service; telephone and interpersonal communication etiquette; general office maintenance and practices; operation of personal computer; operation of standard office equipment; some knowledge of basic mathematics; some experience working directly with the public.

Ability to process information, interact with computer programs, make decisions and solve problems. Develop specific goals and plans to prioritize, organize, and accomplish work tasks Ability to operate a personal computer and Microsoft products.

Ability to work independently; communicate effectively, verbally and in writing; perform basic mathematical calculations; effective working relationships with supervisors, fellow employees, and the public.

4. Working Conditions:

Incumbent of the position performs in a typical office setting with appropriate climate controls. Tasks require a variety of physical activities such as walking, standing, stooping, sitting, reaching, talking, hearing and seeing. Common eye, hand, finger dexterity required for most essential functions. Mental application utilizes memory for details, verbal instructions, emotional stability and critical thinking.

The above statements are intended to describe the general nature and level of work being performed by person(s) assigned to this job. They are not intended to and do not infer or create any employment, compensation, or contract rights to any person(s). This job description reflects management's assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned. This updated job description supersedes all prior descriptions for the same position.

Human Resources Use Only

Job Class: Clerical Non-Exempt
Location: Engineering
Group/BU: Part Time General Pay Plan

EEO-4 Class: Adm Support
EEOP Class: Adm Support
Tech-Net Match: n/a