

South Jordan City

Job Description

Title:	Information Center Agent III	Effective Date:	10.15.2020
Org:	100220	FLSA:	Non-Exempt
Pay Grade:	9	Workers Comp:	Clerical

GENERAL PURPOSE

Perform a variety of advanced level customer service and routine technical support to the citizens and staff of South Jordan City involving complex telephone business systems equipment and city offices reception. Provide regular customer service report for a variety of services provided by the city, to include dog licensing, cashiering, work orders, business licensing, and program registrations.

SUPERVISOR

Information Center Lead

POSITION(S) SUPERVISED

None

ESSENTIAL JOB FUNCTIONS

Meet performance standards established with the employee's manager.

Job attendance is required, except for authorized leave.

Greet the public; respond to requests for information and provide factual information related to city services, programs, and general policies, practices and procedures; provide walk-in patrons with requested forms, publications and other informational materials; take payments both over the phone and in person, provide appropriate receipts/confirmation numbers.

Process business license renewals according to city code and policy as required.

Process incoming mail; investigate and correct returned mail.

Direct walk-in clients and visitors to proper office locations; apprise staff of guest arrivals.

Listen to public complaints, questions, etc.; respond to questions and concerns by referring individuals to appropriate personnel for assistance and by creating appropriate work orders.

Operate complex telephone equipment; receive, respond to and direct incoming telephone calls; query callers to identify needed assistance, determine appropriate department or office and direct calls accordingly.

Monitor City website for inaccuracies and content, report to supervisor on a regular basis.

Responsible to follow-up with customers to make sure questions are answered and problems are resolved.

Maintain accurate information in the central database and coordinate with city departments to update with any changes.

Locate and notify the correct person or department when difficult questions arise.

Generate work orders and other appropriate documents to address citizen concerns.

Use good judgment when helping citizens to decide how an issue should be resolved and who needs to be involved with its resolution.

Act as the “face of the City” for all calls or patrons entering the City. This requires the ability to communicate calmly, efficiently, and with enthusiasm.

Use business appropriate conflict management skills when helping angry or unreasonable customers.

Process and respond to dog license requests.

All or a majority of the essential job duties may be performed from a remote location.

Perform other duties as assigned.

MINIMUM QUALIFICATIONS

1. Education and Experience:

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

AND

B. Three (3) years’ experience related to customer service duties described above

2. Special Qualifications

Local government experience preferred

Licensed in the State of Utah as Notary Public

This position requires the employee to be proficient in all of the 14 following Skills used for the Information Center services:

1. Dog Licensing	2. Business Licensing	3. Sportsman System	4. Tyler Cashiering
5. Itron Analytics	6. Use of Munis System	7. ShoreTel Phone System	8. Cash-Balancing
9. Mail Processing	10. Cartegraph	11. Basic City Knowledge (Test)	12. MS Word
13. MS Excel	14. MS Outlook		

3. Knowledge, Skills, and Abilities:

Knowledge of telephone switchboard operations and procedures; advanced public relations; telephone and interpersonal communication etiquette; general office maintenance and practices; operation of standard office equipment; some knowledge of basic mathematics.

Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Ability to operate a personal computer and Microsoft products (specifically Word, Outlook, and Excel) and enterprise resource planning ERP software such as Munis, Cityview, and Sportsman. Ability to operate ShoreTel phone system.

Ability to work independently and deal effectively with stress caused by continuous public contact; communicate effectively, verbally and in writing; perform basic mathematical calculations; maintain effective working relationships with supervisors, co-workers, and the public.

Ability to perform the overall advanced functions of the Information Center to include assisting the public, cashiering, responding properly to customer complaints, and directing or answering incoming calls correctly with little or no supervision.

4. Working Conditions:

Incumbent of the position performs work in a typical office setting with appropriate climate controls. Tasks require variety of physical activities and common eye, hand, and finger dexterity, such as walking, standing, stooping, sitting, reaching, talking, hearing, and seeing. Mental application utilizes memory for details, verbal instructions, emotional stability, discriminating thinking, and guided problem solving. Periodic travel required in normal course of job performance.

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	EEO-4 Class:	Adm Support
Location:	Information Center	EEOP Class:	Adm Support
Group/BU:	General Pay Plan	Tech-Net Match:	<770 & 2355