

South Jordan City

Job Description

Title: Public Works Customer Service Assistant III
Org: 600580 or 100500
Pay Grade: 9

Effective Date: 2/2/2021
FLSA: Non Exempt
Workers Comp: Clerical

GENERAL PURPOSE

Perform a variety of working level customer service and routine clerical duties to support the public works department and its divisions.

SUPERVISOR

Operations 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.

Prepare work orders for scheduled and emergency maintenance work, collect data for assigned divisions and perform basic data entry. Organize information for monthly and annual reports and various management tools. Maintain division records and files to provide efficient and accurate services for assigned divisions.

Respond to and direct incoming telephone calls; query callers to identify needed assistance, determine appropriate division or person and direct calls accordingly, and provide requested information.

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

Process and monitor credit card, check and cash transactions made by customers for rentals and purchases to ensure proper accounting.

Provide customer service and sales for the Cemetery office, including scheduling maintenance and burials with the Cemetery maintenance staff.

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

Write and deliver messages to personnel, customers and residents; apprise supervisor of potential problems in processes, and programs.

Assist in daily operations, including purchasing, dispatching workers, responding to customers, special projects, etc.

Provide assistance to customers in scheduling Neighborhood Dumpsters, renting Hydrant Meters, leasing Water Shares, and other programs as needed.

Sign for incoming mail; notify personnel of mail delivery. Assist with the delivery of interoffice mail.

Assist with Records Management requirements of the Department and City.

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 in customer service or related duties above;

2. Special Qualifications:

Local government experience preferred.

Net 45 wpm required

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 Public Works Department:

1. Elements	2. Target Solutions	3. Tyler Cashiering	4. Itron Analytics
5. Use of Munis System	6. ShoreTel Phone System	7. Basecamp	8. Cemetery sales and scheduling
9. City Website Updates	10. Basic City Knowledge (Test)	11. Department Essential Knowledge (Test)	12. MS Excel
13. MS Outlook	14. MS Word		

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 skill in using Microsoft Office products (Word, Excel, PowerPoint, Outlook). Critical thinking, social perceptiveness, attention to detail, and basic public relations skills.

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. Effectively communicate, verbally and in writing. Work independently and deal effectively with stress caused by continuous public contact in an often fast-paced environment. Maintain 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	EEO-4 Class:	Admin Support
Location:	Water or Public Works Admin	EEOP Class:	Admin Support
Group/BU:	General Pay Plan	Tech-Net Match:	770