

South Jordan City

Job Description

Title:	Information Center Lead	Effective Date:	4/27/21
Org:	100220	FLSA:	Non-Exempt
Pay Grade:	13	Workers Comp:	Clerical

GENERAL PURPOSE

Under general supervision, perform a variety of advanced level customer service and complex technical support to the citizens and staff of South Jordan City involving complex telephone business systems equipment and city offices reception. Oversee regular customer service provided by the city, to include dog licensing, cashiering, work orders, business licensing, and program registrations.

SUPERVISOR

Communications Manager

POSITION(S) SUPERVISED

Information Center Agents

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 and respond to dog license requests.

Process incoming mail; investigate and correct returned mail.

Oversee the day-to-day process of answering and directing the City's main phone line and handling escalated calls in a courteous manner.

Plan, organize, direct, and oversee the management of the information center division. Instruct and train employees on the proper customer service etiquette and required skills of their position.

Maintain City's social media platforms to achieve accuracy and relevancy.

Monitor City website for inaccuracies and content, report to appropriate contact, and follow up to see that corrections are done.

Maintain appropriate staffing levels to handle foreseeable call volumes.

Ensure that all monies collected by the center are properly accounted, including the balancing of the all revenue.

Assist in development and administering of the division budget; monitor expense accounts to comply with budget allocations.

Provide necessary training to staff to ensure accurate information, polite service, and ownership of calls.

Meet with assigned supervisor to discuss areas of concern, interest, improvement, or other such areas; keep supervisor informed of major developments and issues; attend mandatory meetings as assigned.

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

Generate reports to relay pertinent information back to the appropriate departments.

Notice trends in problem calls and look for ways to proactively avoid future problems.

Hold staff meetings as needed and communicate pertinent information in a timely manner.

Participate in the preparation and completion of employee performance reviews.

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;

AND

B. Two (2) years of responsible experience related to customer service duties

2. Special Qualifications

Experience in government service 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.	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. Elements	11. Basic City Knowledge(Test)	12. MS Word
13. MS Excel	14. MS Outlook		

2. Knowledge, Skills, and Abilities:

Knowledge of general office maintenance and practices; utility billing and collection procedures and processes; operation of computer in utilizing various software programs related to word and work processing, spreadsheet and database management; operation of standard office equipment; basic mathematics and accounting; interpersonal communication skills and telephone etiquette; public relations; meter reading systems.

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 communicate effectively with irate customers; maintain strict confidentiality related to sensitive administrative information; develop effective working relationships with supervisors, fellow employees, 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 no supervision.

Ability to maintain a professional and pleasant demeanor.

Ability to demonstrate keyboard skills with accuracy.

3. Work Environment:

Incumbent of the position performs in a typical office setting with appropriate climate controls. Tasks require variety of physical activities, not generally involving muscular strain, including walking, standing, stooping, sitting, reaching, and light lifting. Talking, hearing and seeing essential in the performance of daily tasks. Common eye, hand, finger dexterity exist. 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 Exempt	EEO-4 Class:	Adm Support
Location:	Information Center	EEOP Class:	Adm Support
Group/BU:	General Pay Plan	Tech-Net Match:	774, 770, 2355