

## **ADMINISTRATIVE CUSTOMER SERVICE COORDINATOR**

### **NATURE OF WORK:**

This is responsible staff and skilled clerical work is expected to coordinate and assist in all other operational functions of the City Town Clerks Office. This position entails administrative tasks, judgment, and secretarial duties requiring independent action and judgment. Work is performed with considerable independence with only broad guidelines given. Work is reviewed by the City Town Clerk or his/her designee.

### **ILLUSTRATIVE EXAMPLES OF WORK:**

Serve as a secretary, both greeting the public and answering a multi-line telephone system. Handles inquires pertinent to the department.

Assists in developing recommendations for improvements in the department.

Assists department officials and employees in budget analysis, procurement analysis, personnel needs and management controls.

Assists the general public in researching records either electronically or manually.

Coordinate work within the department as well as other City and State Departments.

Process fee and issues receipts.

Process departmental damage claims.

Research and maintain files for sewer liens. Also responsible for issuing sewer liens.

Administers oaths of office when necessary and serves as a Notary Public.

Assists in planning, coordinating and preparing of departmental function and/or processes.

Participates in the preparation of summer youth, interns and grant applications.

Assists in the preparation of reports as necessary.

Assists with and participates in City of department-sponsored community activities, some of which might occur outside of normal business hours. When such or other needs arise (i.e. elections, etc.) works outside of normal business hours arranged through a flex schedule.

Preparing, coordinating, and handling departmental presentation at meeting and events.

Maintain and prepare departmental and community calendars.

Prepares and translates proclamation for the Office of City Town Clerk.

Performs related work as required.

### **REQUIREMENTS OF WORK**

Graduation from a high school, supplemented by college level courses in public administration; and one to three years of experience, including three months to one year of experience in administrative task; and a minimum of five years of customer service experience or any equivalent combination of training and experience which provides the following knowledge, abilities and skills:

Considerable knowledge of modern office systems, practices and procedures.

Computer literacy skills, which include: word processing, spreadsheets, databases and e-mail.

Considerable knowledge of business English, spelling and arithmetic.

The ability to solve problems independently.

Knowledge of general budgeting principles, methods and practices.

Knowledge of the methods and principles of administrative research and analysis.

Ability to maintain complex record systems and to assemble and prepare reports from such records.

Ability to express ideas effectively orally and in writing.

Ability to establish and maintain effective working relationships with other employees and the public.

Ability to learn the use of word processing application programs used in assigned department with ease in a minimal amount of time.

Ability to learn municipal accounting procedures.

Bilingual and/or Spanish speaking helpful

### **SPECIAL NECESSARY REQUIREMENTS**

Must obtain a Notary Public license within 6 months of hire.

Must have ability to work a flexible schedule (Outside of standard 9:00 am – 5:00 pm business hours).