



CUSTOMER SERVICE REPRESENTATIVE

Exempt: No

Starting Salary: \$17.00/hr.

Shift: Part Time up to 30 hours Monday through Friday based on need

Reports To: HR Director

JOB SUMMARY:

As a Customer Service Representative for the City, you will play a crucial role in ensuring efficient and effective communication between the City and its residents, businesses, and visitors. You will serve as the first point of contact for inquiries, provide information, address concerns, and facilitate the resolution of various City-related issues. Your primary objective is to deliver exceptional customer service and uphold the City's reputation for responsiveness and reliability.

KEY RESPONSIBILITIES:

- Respond promptly and courteously to inquiries, concerns, and requests from residents, businesses, and visitors, either in person, over the phone.
- Act as a friendly and approachable representative of the City, maintaining a professional and empathetic demeanor at all times.
- Listen actively to customers, understanding their needs and concerns, and providing appropriate solutions or guidance.
- Assist customers in completing necessary forms, applications, or requests, ensuring they have all the required documents and information.
- Investigate and resolve customer complaints, problems, or issues related to municipal services promptly and efficiently.
- Collaborate with other municipal departments to ensure timely resolution of complex or escalated cases.
- Maintain detailed records of customer interactions, including inquiries, complaints, and resolutions, using appropriate software or systems.
- Prepare reports summarizing customer feedback and trends to help improve municipal services.
- Assist in organizing and participating in community events, public meetings, or informational sessions to promote municipal programs and services.
- Attention to detail and a commitment to confidentiality

EXPERIENCE AND EDUCATION:

- High school diploma or equivalent (some college education or relevant certifications preferred).
- 2 Years Customer Service background.
- Knowledge of municipal services, local government structure, and relevant regulations is a plus.

OTHER SKILLS AND ABILITIES:

- Strong communication and interpersonal skills.
- Ability to remain calm and professional when dealing with difficult or upset customers.
- Excellent problem-solving and decision-making abilities.
- Proficiency in using computer systems and software for data entry and retrieval.

WORKING CONDITIONS:

Requires sedentary work that involves walking or standing some of the time and involves sustained keyboard operations. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.