

CURRENT EMPLOYMENT OPPORTUNITIES:

Job Title: CUSTOMER SERVICE TECHNICIAN Job Code: 1933 Pay Grade: 10

Full-Time: Part-Time: Temporary: Seasonal: Other: _____

Department: CARROLLTON PARKS, RECREATION & CULTURAL ARTS (CPRCAD)

Salary: \$ 26,069.84 / Annual Hourly Rate: \$ 12.53 Per Hour

Days/Times: Monday through Friday, 8:30 AM to 5:00 PM

Closing Date: UNTIL FILLED

Application Information:

Interested and QUALIFIED persons should complete an Employment Application at Carrollton City Hall, 315 Bradley Street, 1st Floor, Carrollton, GA 30117 - (770) 830-2000. Applications are accepted Monday through Friday from 8:30 AM TO 4:30 PM, unless City Hall is closed for an observed holiday. Please allow yourself ample time to complete the application.

Department Contact Name: Jennie Coker & Thera Loolen

Contact Number & Email: (770) 832-1161 / jcoker@carrollton-ga.gov or tloolen@carrollton-ga.gov

**** Please note that successful candidates for employment must pass a background check and drug screening prior to employment. ****

GENERAL STATEMENT OF JOB:

Under occasional supervision, performs clerical and customer service related tasks assisting visitors and customers to the department. Provides information, processes registrations, answers incoming calls, and completes basic office related tasks.

SPECIFIC DUTIES AND RESPONSIBILITIES / ESSENTIAL JOB FUNCTIONS:

Receives incoming calls on a multi-line phone system; provides information to callers; takes messages as needed; forwards calls to the appropriate location.

Greets and assists visitors to the facility; registers customers for programs and activities; assists in determining appropriate program selection.

Performs basic financial activities handling departmental funds and financial records; opens the safe to gather money and checks for daily opening activities; as needed, gathers money and income sheets to put in the safe at the end of the day; Prepares a daily transaction report and sends to main office with receipts.

Responsible for ticket sales for performances and special events.

Processes incoming and outgoing mail; receives, sorts and distributes incoming mail.

Coordinate internal office activities; collects money to order staff flowers, places orders, makes deposits, and writes checks.

Prepares the display board with fliers and other promotional materials. Maintains CPRCAD department scrapbook.

Performs routine office tasks; files documents; types information, forms, and documents; maintains records.

Operates basic office equipment including a computer terminal, copier, calculator, fax machine, and related equipment; utilizes various software programs including Microsoft Word, Excel, Outlook and departmental software.

Creates and maintains registration forms, confirmation forms, study guides, and supply lists for arts program participants and teachers.

ADDITIONAL JOB FUNCTIONS:

Orders office supplies.

Maintains records of monthly classes.

Performs other related duties as required.

MINIMUM TRAINING AND QUALIFICATIONS

High school diploma or GED equivalent supplemented by six months general office, customer service, or related work experience; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

(ADA) MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

PHYSICAL REQUIREMENTS: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

DATA CONCEPTION: Requires the ability to determine, calculate, tabulate, or summarize data/information. Includes performing subsequent actions in relation to these computational operations.

INTERPERSONAL COMMUNICATION: Requires the ability to apply principles of persuasion and/or influence over others in coordinating activities of a project, program, or designated area of responsibility.

LANGUAGE ABILITY: Requires the ability to read a variety of reports, informational and technical documentation, directions, instructions, and methods and procedures. Requires the ability to write reports with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control, and confidence using correct English and well-modulated voice.

INTELLIGENCE: Requires the ability to exercise judgment, decisiveness and creativity in situations involving a variety of generally pre-defined duties which are often characterized by frequent change.

VERBAL APTITUDE: Requires the ability to utilize a wide variety of reference and descriptive data and information.

NUMERICAL APTITUDE: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

FORM/SPATIAL APTITUDE: Requires the ability to inspect items for proper length, width, and shape, visually with job-related equipment.

MOTOR COORDINATION: Requires the ability to coordinate hands and eyes in using job-related office equipment.

MANUAL DEXTERITY: Requires the ability to handle a variety of items, job-related equipment, control knobs, switches, etc. Must have the ability to use one hand for twisting or turning motion while coordinating other hand with different activities. Must have minimal levels of eye/hand/foot coordination.

COLOR DISCRIMINATION: May require the ability to differentiate colors and shades of color.

INTERPERSONAL TEMPERAMENT: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under minimal stress when confronted with an emergency.

PHYSICAL COMMUNICATION: Requires the ability to talk and/or hear (talking - expressing or exchanging ideas by means of spoken words; hearing - perceiving nature of sounds by ear).

PERFORMANCE INDICATORS

Knowledge of Job: Has considerable knowledge of the policies, procedures, and activities of the City and of departmental practices as they pertain to the performance of duties relating to the position of Customer Service Technician. Understands the basics of office operations and is capable of performing clerical and administrative work in an effective and efficient manner. Has a basic understanding of bookkeeping and money handling skills and is able to perform related tasks for the department. Has a thorough knowledge of the programs offered by the department and is able to provide educated assistance to visitors and customer in program selection and registration. Has comprehensive knowledge of the terminology, principles, and methods utilized within the department. Knows how to keep abreast of any changes in policy, procedures, and methods, as they pertain to departmental operations and activities. Has the ability to comprehend, interpret, and apply regulations, procedures, and related information. Is able to effectively communicate and interact with supervisors, members of the general public, and all other groups involved in the activities of the department. Is able to assemble information and make written reports and documents in a concise, clear and effective manner. Is able to use independent judgment and work with little direct supervision as situations warrant. Has the mathematical ability to handle required calculations. Is able to read, understand, and interpret various reports and related materials.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interacts with all City departments/divisions, co-workers, and the general public.

Quantity of Work: Maintains effective and efficient output of all duties and responsibilities as described under "Specific Duties and Responsibilities."

Dependability: Assumes responsibility for doing assigned work and meeting deadlines. Completes assigned work on or before deadlines in accordance with directives, policies, standards, and prescribed procedures. Accepts accountability for meeting assigned responsibilities in the technical, human, and conceptual areas.

Attendance: Attends work regularly and adheres to policies and procedures regarding absences and tardiness. Provides adequate notice to higher management with respect to vacation time and time-off requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant, and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be done and initiates proper and acceptable direction for completion of work with a minimum of supervision and instruction.

Judgment: Exercises analytical judgment in areas of responsibility. Identifies problems or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to problems or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice and researches problems, situations, and alternatives before exercising judgment.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with policy or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation between all staff persons and departments.

Relationships with Others: Shares knowledge with supervisors and staff for mutual and organizational benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships with department employees, staffers, managers in other departments, representatives from organizations, and the general public so as to maintain good will toward the organization and project a good image. Tactfully and effectively handles requests, suggestions, and complaints from other departments and persons in order to maintain good will within the organization. Interacts effectively with fellow employees, supervisor, professionals, and the general public.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Attends meetings, planning sessions, and discussions on time. Implements work activity in accordance with priorities and estimated schedules. Maintains a calendar for meetings, deadlines and events.

Safety and Housekeeping: Adheres to all safety and housekeeping standards established by the organization and various regulatory agencies. Sees that the standards are not violated. Maintains a clean and orderly workplace.