

WILTON MANORS JOB DESCRIPTION

POSITION TITLE: Community Development Customer Service Representative
JOB CODE: 4003
FLSA STATUS: Non Exempt

GENERAL DESCRIPTION OF DUTIES

Under the direct supervision of the Community Development Services Director, the purpose of the position is to perform responsible customer service work in assisting the general public with basic phone inquiries, greeting visitors, routing requests to the appropriate team member and providing clerical support to all team members. Employees in this classification function at entry level, and are responsible for customer service. Objective is to provide accurate and efficient assistance to the general public and business community. Work policies and procedures are specific and well established, however, routine work is performed with some independence once experience is gained. Performs related work as directed.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Answers inquiries and requests from the general public and business community, ascertaining the needs of the customer and providing appropriate assistance and information through friendly, professional customer service skills.
- Operates various office equipment, e.g., computer terminals, printers, copy machines, telephone systems, facsimile machines, typewriters, calculators.
- Provides general assistance and information to the public.
- Performs related duties as assigned.

MINIMUM QUALIFICATIONS

EDUCATION / CERTIFICATIONS / EXPERIENCE

High School Diploma or GED; supplemented by a demonstrated aptitude for customer service oriented work, an ability to learn and perform various clerical and cashiering functions, and demonstrated organizational skills; or an equivalent combination of education, training, and experience.

Wilton Manors is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Wilton Manors will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.