

Customer Service Specialist

The City of Arden Hills, MN is seeking a highly motivated and detailed orientated professional for the full-time position of Customer Service Specialist. Qualified applicants will have previous working experience in a clerical support position, preferably in the public sector. Candidates for this position should have experience in preparing and processing waste hauler, liquor, peddlers, business, contractor, gambling and other licenses and permits; preparing and distributing council and meeting notices, agendas, taking minutes at meetings, sometimes before and after work hours; web site experience; assisting with City elections; filing, database and word processing, maintaining records, assisting with HR functions; processing utility bills, preparing and processing deposits, providing clerical and administrative support to all City departments, including answering phones and interacting with the public.

The desired candidate should have strong computer and web site skills, at least a high school diploma or GED and two year's of clerical or secretarial experience (or an equivalent combination of education and experience), local government experience preferred.

The starting salary range for this position is \$17.20 to \$19.04 per hour along with an excellent benefit package. To be considered for this position, a completed City of Arden Hills application, with resume, should be submitted to Noah Simon, Assistant City Administrator, 1245 West. Highway 96, Arden Hills, Minnesota 55112. Applications and a full job description are available at www.ci.arden-hills.mn.us.

Applications must be received no later than 4:30 p.m., on Thursday, June 5, 2008.

**AN EQUAL OPPORTUNITY EMPLOYER/AFFIRMATIVE ACTION
EMPLOYER**



April 4, 2008

CITY OF ARDEN HILLS
POSITION DESCRIPTION

Position Title:	Customer Service Specialist
Department:	Administration
Accountable to:	Finance Director
Positions Supervised:	None
Status:	Full-Time, Non-Exempt

SUMMARY

Serves as a Customer Service Specialist for the City, assisting with inquiries on City services and programs to the appropriate departments and/or individual (s). Provides clerical and administrative support to all City departments.

ESSENTIAL FUNCTIONS OF THE POSITION

Provides reliable customer service to all in person visitors, guests and phone customers. Serves as the first point of contact for public inquires; assists the general public with questions on city services, programs and events; answer or route phone calls, provide information to the general public. Provides clerical and administrative support to all City departments; prepares various correspondence including memos, reports, the compilation, preparation and distribution of Council and Board and Commission packets, other support information and legal notices. Orders and maintains office supplies for City staff.

Registers and collect fees for City programs. Prepares and processes licensing applications and registration for waste haulers, liquor, peddlers, business, contractor, gambling and other City licenses and permits. Receives, processes, logs and issues all building related permits. Generates and provides necessary reports; scans and files all related permit information. Provides assistance in the elections process; administer absentee voting, organize election materials and assist on Election Day.

Creates and maintains City files and records to ensure City information is complete, available, accurate and current. Creates and maintains databases; enters department data on the computer in order to maintain and generate accurate computer inquiries and reports.

Cash receipts any City payment; process daily utility bills and other City fees; and prepares and processes City deposits.

Attends, takes and prepares minutes for the City boards and commissions.

Assists in positing information to, maintains and updates the City's web site. Prepares promotional flyers and other informational brochures for City departments. Generates permits and answers questions related to permits and process.

Performs other duties as apparent or assigned.

QUALIFICATION REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

High School Diploma or GED. Minimum two (2) years experience in a clerical or secretarial capacity; or equivalent combination of education and experience.

LANGUAGE SKILLS

Ability to read and interpret documents such as operating and maintenance instructions, policies, and regulations, ordinances, codes, contracts, and procedure manuals. Ability to prepare reports and correspondence. Ability to communicate effectively both orally and in writing with supervisors, City staff, elected officials and the general public.

MATHEMATICAL SKILLS

Ability to make arithmetic computations using whole numbers, fractions and decimals. Ability to compute rates, ratios, and percentages.

OTHER KNOWLEDGE, SKILLS, AND ABILITIES

Considerable skill in using computer programs including Word, Excel, and Publisher.
Ability to operate various types of office equipment.
Ability to organize and prioritize work and multitask.
Ability to establish and maintain relationships with all staff.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel objects, tools, or controls and talk or hear. The employee frequently is required to sit. The employee is occasionally required to stand and walk.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

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.

The noise level in the work environment is usually moderate.