



City of Irving Job Description

Customer Service Specialist

FLSA Status:	Non-Exempt	Job Department:	Parks & Recreation
Job Code:	12232	Reports To (Job Title):	Business Services Supervisor

PURPOSE

Serve as the first contact for visitors to Irving City Hall. Greets and directs visitors. Provides prompt and courteous service to promote a positive, professional image of the City. Answer telephones with a clear speaking voice, listen carefully to understand requests and respond with appropriate action; relay messages as necessary; provide general information to the public as required regarding city services and directs to appropriate department for assistance. Also, performs a wide range of administrative and office support for the department and/or supervisors and managers to facilitate the efficient operation of the organization.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- At the guest services desk, greet visitors, manage 4th floor visitors, provide directions, answer main incoming telephone line for city hall and provide information and transfer as appropriate.
- For the Eyes on Irving Employee Tip Line, pull calls from recording, enter reports in to database, direct reports to appropriate department for resolution, maintain statistics and provide reports as requested.
- Assist with organizing neighborhood association grant files, i.e. create tabs for bylaws and officer contacts, and consolidate files for multi-year grant awards; assist with purchases by calling vendors, providing credit card number, and securing receipts; assist with mail out, which entails preparing address labels, envelopes, and updating mailing lists; update officer contact lists as needed with change in officers for associations; assist with obtaining quotes for roundtable dinners, placement of catering order; assist with preparing meeting materials (handouts, sign in sheets, etc.).
- Respond to routine inquires for contact information and routine code complaints; assist with tracking responses from departments for closure, follow up with resident; seek direction from Asst. Director for more complex inquiries that need immediate attention.
- Perform general office assistance by preparing giveaway items as needed for visitors/tours/events; pulling items from storage; package as needed; keeping inventory; conducting miscellaneous research and/or internet searches as needed; pursuing promotional items, etc.; proofing documents; and, compiling data provided by management for reports.
- Provide general phone coverage for coordinator when out of office, absences, meetings, presentations; cover City Manager phones from Guest Services Desk during supervisor/team meetings.
- For Town Hall meetings, assist with mailings, prep materials; work sign-in tables (optional, evening hours not required for this position); assist with scheduling committee meetings through Outlook; assist with formatting presentations.
- For the Speaker's Bureau, pull notices from inbox; enter notices on Speaker's Bureau calendar and forward as appropriate; assist with mailings; maintain stats; update contacts resource file as needed.
- For Citizens' Forum reports, get speaker forms from Office of City Secretary; listen to record and draft report for coordinator's approval; forward to City Secretary; maintain files.

OTHER DUTIES AND RESPONSIBILITIES

- Other duties as assigned to complete special projects.

SUPERVISORY RESPONSIBILITIES

Supervisory responsibility is not a regular part of the position.

FINANCIAL / BUDGETARY RESPONSIBILITY

None

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- High school diploma and some training in use of modern office equipment and technology.

EXPERIENCE

- At least four (4) years of general office experience, including two (2) years of customer service and two (2) years administrative clerical support.

CERTIFICATES, LICENSES, REGISTRATIONS

- No additional certification required for this position.

KNOWLEDGE OF

- Office Systems: Modern office practices and procedures; clerical and administrative procedures and systems such as filing and record keeping.
- Office Software: Current word processing, presentation, spreadsheet, and database programs used by the City; particularly, proficiency with the Microsoft Office suite.
- Customer Service: Principles and processes for providing customer and personal services including a desire to help customers regardless of their circumstance.

SKILLS AND ABILITIES IN

- Office Equipment: Safely operating standard and modern office equipment, such as a computer, multi-line telephone, copier, and fax, etc.
- Typing: Accurately entering information (at least 45 word per minute using computer keyboard).
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Speech Clarity: Speaking clearly so that it is understandable to a listener, which includes providing clear directions.

- **Written and Oral Expression:** Communicating information and ideas in writing, as well as through speech, so others will understand.
- **Reading Comprehension:** Reading and interpreting documents sufficiently to perform duties.
- **Direction and Instructional Comprehension:** Interpreting a variety of instructions furnished in written, oral, diagram, or schedule form.
- **Composure under Duress:** Remaining composed and making sound decisions during stressful or sensitive circumstances, which includes when dealing with difficult customers.
- **Service Orientation:** Actively looking for ways to help people, while practicing proper telephone etiquette, good grammar, and an excellent customer service orientation.
- **Organizational Strategies:** Tracking multiple variables by sorting, grouping, and calendaring.

GUIDANCE RECEIVED

On-going Instructions and Range of Procedures

Follows a range of established procedures, work methods and direct instructions. Must determine which procedure or method applies to each task or assignment and has some flexibility about the sequence of work. Issues outside of specific instructions and procedures are referred to supervisor or more senior position.

CONTACTS

This position has regular contact, in person and via telephone inquiries, with residents and visitors to city hall, as well as some business vendors.

EQUIPMENT AND PROPERTY

This position utilizes a computer, multi-line telephone, copier, fax, etc.

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.*

The employee is required to sit, stoop, kneel, and lift up to 15 lbs.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

The work environment is standard for a outward-facing office worksite.

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.