



## **ADMINISTRATIVE TECHNICIAN - CUSTOMER SERVICE**

Department: **Customer Service** Class Code: **15**  
Reports to: **Customer Service Manager** FLSA Status: **Non-Exempt**

**GENERAL PURPOSE:** Under limited supervision, provides advanced staff support services to a supervisor, manager.

### **PRIMARY DUTIES AND RESPONSIBILITIES:**

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Manages daily customer service operations; oversees and administers the daily staff support operations of the office.
- Provides high level service to staff in problem-solving, automation issues, correspondence, Town Council items, scheduling and other related topics.
- Processes work orders; processes various licenses; data enters information into an automated database.
- Process Code Compliance complaints.
- Process Road and Facility complaints.
- Orders supplies and materials; maintains supply inventories.
- Process utility payments.
- Processes permits, inspection.
- Performs research; conducts special projects.
- Develops and implements office procedures to improve or maintain office operations.
- Receives and processes various applications.
- Prepares various correspondence; prepares statistical data and reports; prepares case files.
- Prepares and maintains various Department documentation.
- Processes records requests; maintains filing and records systems.
- Trains other staff as necessary.
- Greets the public via phone or in-person; responds to and answers questions; directs to the appropriate staff for additional assistance.
- Performs data entry.
- Maintains the integrity, professionalism, values and goals of the Town by assuring that all rules and regulations are followed, and that accountability and public trust are preserved.
- Supports the relationship between the Town and the constituent population by demonstrating courteous and cooperative behavior when interacting with residents, visitors and Town staff; enthusiastically promotes the Town's goals and priorities in compliance with all policies and procedures.
- Maintains absolute confidentiality of cases, issues and records.

**JOB DESCRIPTION**

**Administrative Technician – Customer Service**

- Performs related duties as required or assigned.

**MINIMUM QUALIFICATIONS:**

**Education and Experience:**

High school diploma or equivalent and two years of advanced staff support experience or an equivalent combination of education, training and experience.

**Required Licenses or Certifications:**

- May require possession of a valid driver's license.

**Required Knowledge of:**

- Bookkeeping and basic Accounting.
- Modern office procedures, practices and equipment.
- Uses and applications of personal computers and various software applications.

**Required Ability to:**

- Develop and maintain effective working relationships with Town staff, external organizations, other public jurisdictions and the general public.
- Provide excellent customer service.
- Establish and maintain various manual and automated records and filing systems.
- Make decisions, maintain composure and work effectively under stressful conditions.
- Analyze, appraise and organize facts and present material in a concise and logical manner.
- Communicate effectively, both orally and in writing.
- Assess and prioritize multiple tasks, projects and demands.
- Operate a personal computer utilizing a variety of business software.
- Maintain strict confidentiality.

**Physical Demands / Work Environment:**

- Work is performed indoors in a traditional office environment. May be required to perform a full range of motion with lifting and/or carrying supplies, materials, equipment and/or items weighing up to 20 pounds.

*Core Values: Integrity, Teamwork, Respectful, Communication, Service, Leadership, Innovation*

Classification	Adopted	Revised	Retitled	Class Code / Range	FLS Designation	Step
D&R updated	10/2018	9/2018				
Updated JD		8/2020				

APPROVED: Human Resources

DATE: 08/12/2020