

JOB OPENING

CITY OF FARMINGTON

JOB POSITION #18: Customer Care – Secretary I

NUMBER OF VACANCIES: 1

DEPARTMENT: Customer Care

WORK LOCATION: MOC

HIRING RANGE: \$11.3405-\$12.4330 / hour

PAY CLASS: C-7, Non-Exempt

DAYS WORKED: Monday-Friday

HOURS WORKED: 8:00 a.m. to 5:00 p.m.

TYPE OF POSITION: Regular/Full Time

APPLICATIONS WILL BE RECEIVED UNTIL: Wednesday, February 8, 2012

JOB DUTIES

*Resumes submitted without a City of Farmington application
will not be considered in our job selection process.*

SELECTION & SCREENING TOOLS: In-Person Interview

ESSENTIAL DUTIES:

Performs a variety of routine and complex clerical, secretarial and administrative work in keeping official records, providing administrative support to the Customer Care staff, and assisting in the administration of the standard operating policies and procedures of the division and department.

Works under the supervision of the Customer Care Manager.

No supervision is exercised in this position.

Receives the public and answers questions. Responds to inquiries from employees, citizens and others and refers, when necessary, to appropriate persons.

Answers and screen incoming calls and takes messages for the division and department, including other City offices located at the MOC complex.

Prepares monthly reports and other specialized statistical reports as assigned.

Receives and distributes incoming mail.

Establishes and maintains filing system.

Orders and maintains inventory of office, janitorial and concessions supplies.

Performs routine purchasing duties including processing routine field purchase orders, blanket purchase orders and requisitions.

Operates computer to complete various forms of data entry.

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Assists all other departmental staff as needed for specialized projects.

Using excellent customer service skills, establishes and maintains effective working relationships with other employees, officials, and all members of the general public.

Attendance at work is an essential function of this position.

NON-ESSENTIAL DUTIES:

May serve on various employee committees, as required and assigned.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

QUALIFICATIONS

This position is subject to the City's Drug and Alcohol Free Workplace Program. This includes: pre-employment testing, post-accident testing, reasonable suspicion testing, return-to-duty testing, and follow-up testing.

Extensive background checks required.

Graduation from high school or GED equivalent with specialized course work in administrative office procedures.

Ability to type 60 wpm or at a rate sufficient to perform duties of job.

Working knowledge of personal computers and software packages, including specific knowledge of MS Word, MS Excel.

Data entry experience preferred.

Ability to communicate effectively verbally and in writing.

Ability to follow verbal and or written instructions.

Ability to work under stress and handle stressful situations in a busy office setting.

Ability to successfully organize, work and complete multiple tasks simultaneously.

Ability to maintain confidential, sensitive material.

Ability to meet deadlines.

Ability to establish and maintain working relationships with co-workers, supervisors, other City personnel and the public.

Ability to operate tools and equipment listed.

TOOLS AND EQUIPMENT USED:

Personal computer including word processing, spread sheeting, event booking and 3d design software, typewriter, calculator, copy machine, telephone, fax machine, dictating equipment and base station radio.

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 the 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 frequently required to sit; walk; talk or hear; use hand to operate tools or controls; and reach with hands and arms. The employee is occasionally required to walk or stand.

The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance 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 work environment is a normal office setting. The noise level in the work environment is usually quiet.

WE ARE AN EQUAL OPPORTUNITY EMPLOYER, M/F.