



An Equal Opportunity Employer

**CUSTOMER SERVICE REPRESENTATIVE/
OFFICE SPECIALIST – HUMAN SERVICES**

SALARY: \$20.01 -\$24.33/Hr.

Under general supervision, answers multiline telephone system; directs visitors; performs varied clerical, record-keeping, and copying duties; assists other front-desk employees; utilizes the recreation management and financial software, processes payments, performs data entry; types reports; collects and tracks forms; and does related work as required

ESSENTIAL JOB DUTIES

Answers multiline telephone system; responds to inquiries and directs calls to appropriate locations; takes messages and relays to proper parties; assists citizens at front desk; takes fees and generates receipts; prepares file folders; checks and tabulates statistical information; copies and collates material and uses various office equipment; ensures necessary supplies are stocked daily for duplicating machine and other office equipment; and makes office machine repair service calls; performs data entry for various programs by transcribing sign-in sheets; enrollment records; develops data reports using Microsoft office programs including Microsoft Excel. May perform duplicating machine operation duties or carry out a variety of bookkeeping functions, and performs other duties as assigned. Additionally, a Customer Service Representative/Office Specialist will be responsible for the recreation management and financial software. In this capacity, enrolls participants in recreation programs; processes payments; generates receipts; receives daily deposits from various programs; and assists residents over the phone with troubleshooting online recreation management software.

ORGANIZATIONAL RESPONSIBILITIES

This class reports to an assigned department supervisor or manager.

KNOWLEDGE AND SKILLS

Knowledge of: Operation of multiline telephone system, cash register, photocopier, computer, shredder, and various other office equipment; simple filing methods and record-keeping methods; financial and statistical clerical work and a basic understanding of bookkeeping; proficiency in Microsoft Office programs and understanding of general office methods and procedures.

Skills/Abilities to: Operate various office and duplicating equipment; use proper English; understand oral and written instructions; type accurately; maintain high degree of accuracy and efficiency with minimum supervision; operate multiline telephone system; operate cash register; deal tactfully and politely with public and coworkers; make simple mathematical computations; and handle multiple tasks simultaneously in a calm and professional manner. Experience with Microsoft Word and Excel and being bilingual in Spanish/English is highly desirable.

EDUCATION AND EXPERIENCE

Graduation from High School or G.E.D. required. Two years of responsible clerical experience desirable.

LICENSE

Possession of a valid California driver's license and proof of insurability required.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting including use of standard office equipment, including a computer; to operate a motor vehicle; to visit various City sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, running, throwing, and stooping in the performance of daily activities, including leading recreational activities. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds.

SELECTION PROCESS

1. Completion of Montclair's **Employment Application** form and **Supplemental Questionnaire for Criminal Convictions** is required.
2. All applications received by the filing deadline of **6:00 p.m. on Thursday, August 18, 2022**, will be screened for conformance with required and desirable qualifications.
3. **All** applicants applying before the filing deadline of **6:00 p.m. on Thursday, August 18, 2022**, are to report for the **written examination** at **5:30 p.m. on Tuesday, August 23, 2022**, in the Montclair Senior Center (located behind the City Hall building, on the east side of the parking lot) 5111 Benito Street, Montclair.
4. Candidates passing the written examination with the highest scores will be invited to participate in a structured oral interview.
4. Names of successful candidates will be placed on an eligibility list from which a selection will be made. The City Manager will make final appointment, upon recommendation of the Director of Human Services.
5. The top candidates must pass a fingerprint, criminal background investigation, and a preemployment physical including a drug screening, prior to hiring.

APPLICATION PROCEDURE AND FILING DEADLINE

City applications forms are available on-line at www.cityofmontclair.org. Completed and signed applications must be submitted to via email to jobs@cityofmontclair.org, in person or by U.S. mail to City Hall, Personnel Division, 5111 Benito Street, Montclair, California, or via fax to (909) 621-1584, by the **FILING DEADLINE** of **6:00 p.m. on Thursday, August 18, 2022**.

Applications received by fax or email will be requested to be submitted with original ink signature if invited to structured oral interview.

THE CITY

Montclair was incorporated in 1956 as a General Law City and presently operates under a Council-Manager form of government. Four Council Members and the Mayor are elected at-large for four-year terms. Montclair is located at the western end of San Bernardino County and is a convenient distance of 35 miles from the Los Angeles Civic Center. Beaches, deserts, mountain resorts, and other recreational facilities are equally accessible by way of the excellent freeway system serving the Montclair area. The geographic size of the City is five square miles with a population of approximately 38,944 (U.S. Census Bureau, V2016). Montclair has a successful, multimillion-dollar regional shopping center which opened in 1968 and provides major retail shopping for the Inland Empire residents.

PERSONNEL PROCEDURES

All employment activities are conducted under the City's merit system. Following acceptance of applications, qualified candidates are normally given either a written test, structured oral interview, or both prior to employment.

EMPLOYMENT RULES

Only U.S. citizens and lawfully-authorized alien workers are considered for employment. A standard loyalty oath must be taken by each new employee. Prior to receiving a job with the City of Montclair, the top candidate must submit a valid social security card and must pass a background investigation and a preemployment physical, including a drug screening, at City expense.

NONDISCRIMINATION POLICY

Pursuant to Section 51.55 of the Office of Revenue Sharing regulations, implementing Section 504 of the Rehabilitation Act of 1973, notification is hereby given that the City of Montclair does not discriminate on the basis of handicapped status in the admission of, access to, or treatment of employment in its programs or activities.

