

# ***CITY OF MONTGOMERY***

## **POSITION DESCRIPTION**

**Position Title:** Customer Service & Volunteer Specialist      **FLSA Status:** Non-Exempt

**Reports to:** Administrative Coordinator      **Civil Service Status:** Unclassified

### **General Function:**

Is responsible to the Administrative Coordinator for providing customer service to the residents and guests of the City of Montgomery through telephone and other technology communications, problem resolution, greeting and directing those who come to City Hall, and taking reservations and registrations for various City services and programs. Recruits and manages volunteers for events, citizen engagement efforts and special projects. Works closely with the Communications and Engagement Coordinator by providing volunteer leads and assisting with the Montgomery Citizens' Leadership Academy. Provides support and backup to the Administrative Coordinator. Provides backup support for community development customer interactions to include the handling and processing of building permits, zoning permits, sign permits, occupancy certificates, home occupation permits, and tracking of building inspections. Interacts with a diverse network of community groups, business associations and peers in other entities. Provides general clerical support to City staff members. Is committed to the mission, vision, and values of the City through ethical conduct, community stewardship, individual initiative and responsive service. Demonstrates leadership, management and technical skills through effective collaboration, using team resources, progressive decision making and personal responsibility.

### **Competencies:**

#### **Leadership**

Exhibits behavior consistent with the mission, vision and values of the City of Montgomery.

Furtheres the mission, vision and values of the City through excellent customer service, creative problem solving, decision making, and stewardship of City resources.

Engages in and supports the long-term direction of the department through progressive strategic planning and departmental goal setting that is responsive to the needs of the community.

Contributes to a learning/thinking/renewing department through customer feedback and continuous improvement.

Provides teaching, mentoring and motivation to other employees within the organization through the sharing of knowledge, skills and information; is proactive in performing and improving his/her own work and suggests and participates in projects and activities to improve the function of the entire organization.

Demonstrates emotional intelligence in day-to-day work, decision making and problem solving.

Initiates and suggests actions to improve departmental and City operations, employee performance, morale and work methods.

Demonstrates a commitment to provide and require excellent customer service through cooperative team and individual efforts.

### **Communication**

Provides suggestions, advice and support to supervisor, department head, other City employees, employee teams, and the City's customers.

Communicates the City's mission, vision and values through words and actions.

Communicates effectively, both orally and in writing with the supervisor, department head, City employees, employee teams and the City's customers.

Works cooperatively with all City employees toward the common goal of providing high quality services.

Exhibits excellent interpersonal and human relationship skills.

### **Management**

Participates in development and mentoring of co-workers to achieve a cohesive work unit consistent with the City's mission, vision, and values.

Is accountable for the delivery of quality services and work product as a part of the overall departmental and City-wide strategic direction, goals and objectives.

Contributes to a superior work culture through participation in training and mentoring to develop leadership, management and technical skills in all employees.

Assists fellow employees with developing and implementing programs and objectives to improve departmental and City-wide efficiency.

Effectively manages multiple assignments and priorities to ensure the fulfillment of projects, tasks and responsibilities.

Assists in the preparation of, and adherence to, operational and capital budgets and exhibits good stewardship of the organization's resources.

Suggests and carries out procedures to assure the highest standards of risk management, employee safety and risk avoidance.

## **Technical Tasks**

Greets the public, gives directions, takes registrations and reservations for various recreation activities and City events and rentals of City-owned lodges and facilities, handles comments and requests.

Recruits, interviews, and places volunteers in continuing or short-term service with the City based on their interests, availability and skills.

Publicizes and manages volunteer needs using the latest technology (including online tools and social media), email, Bulletin articles, City information booths, and other public forums. Uses similar communications methods to extend timely recognition to volunteers for their contributions.

Hosts and attends community events to recruit quality volunteers.

Meets with staff to identify volunteer opportunities that improve departmental and city-wide efficiency and link volunteers with specific skills and interests to take advantage of these opportunities in ways that are efficient and appropriate for both staff and volunteers involved.

Builds relationships with Montgomery Citizens' Leadership Academy alumni and current class participants, schools, civic and other local service groups through involvement and follow-up communications to recruit and retain volunteers.

Assists the Communications and Engagement Coordinator with setup and hosting City-led Montgomery Citizens' Leadership Academy sessions.

Maintains database of volunteers for easy access and to match interests with opportunities.

Maintains positive relationships with staff, City Council, Commissions, and Committees to identify and address their volunteer needs when appropriate.

Develops and maintains relationships with other volunteer organizations within the area for both recruitment and professional development.

Assists with the planning and administration of various City activities and events as it relates to requested volunteer assistance.

Maintains active memberships in professional organizations that provide for continuing education in volunteer management.

In a backup capacity to the Clerk of Council: serves as Acting Clerk of Council at City Council meetings to the Montgomery City Council; prepares notifications of City Council, Council Committees, and City Board and Commission meetings; develops agendas and prepares legislation for meetings; prepares minutes of City Council/Committee meetings and public hearings.

In a backup capacity to the Administrative Coordinator: manages and maintains cemetery records. Meets with families regarding burial services, assignments of gravesites and

foundation work orders. Coordinates with the Public Works Department regarding funeral services, foundations, and gravesite verifications.

In a backup capacity to the Community Development Office Manager: prepares building permits, zoning permits, sign permits, occupancy certificates, home occupation permits, and manages and maintains documentation of City's building inspections. Accepts applications/plans and routes them to the appropriate person/agency for action. Calculates and collects fees for permits, public hearings, zoning site plan approvals, etc.

Administers and maintains the City's complaint and service request tracking system.

Receives monies for various City fees such as program registrations, pool memberships, lodge rentals, permit fees and bid document fees.

Posts information on City website.

Produces brochures, flyers and other communication materials.

Maintains files and records.

Prepares letters, reports, purchase requisitions, legal notices, memos, and other written documents.

Performs all job duties in compliance with the established rules and regulations of the Community and Information Services Department, the Community Development Department and the City of Montgomery.

Demonstrates accountability and responsibility for completion of work assignments in the absence of other employees within the department, provides responsive and timely feedback to supervisory staff on status and progress of work activities.

Promotes safe work practices and ensures compliance with City safety policies.

Assists in the development of operating procedures, policies, rules and regulations.

Evaluates the purchase of City equipment; inventories and orders department supplies and equipment.

Attends meetings, seminars, training programs, conferences and other related events.

Maintains individual knowledge and skills to be able to carry out all duties of position.

Reviews and investigates complaints and requests for service(s).

Handles other responsibilities and duties as assigned or needed.

**Equipment Used:**

Operates automobile and current office equipment including mobile phone, multi-line telephone, fax machine, copier, calculator and computer, scanner, paper shredder, point of sale system, and paper folding machine.

**Location of Work and Physical Requirements of Position:**

Must be able to safely and effectively operate a motor vehicle; demonstrate dexterity in the use of hands; must be able to move/transport oneself from one work site to another; must be able to perform lifting of departmental equipment, supplies, and tools; vocal communication is required for expressing or exchanging ideas by means of the spoken word, and conveying detailed or important instructions to others accurately; hearing is required to perceive information at normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data, visual inspection involving small equipment and tools or detailed clerical work, operation of motor vehicles or equipment, determining the accuracy and thoroughness of work, and observing general surroundings and activities; ability to work flexible hours; and be able to deal with stressful conditions in a calm and professional manner; must be able to work in off-site locations, including residential structures; work is performed primarily in the Montgomery City Hall, throughout the physical environs of the City and in other off-site locations as is necessary.

**Minimum Requirements for the Position:**

High School Diploma or G.E.D. supplemented by business related coursework and/or experience in comparable municipal office environment; ability to interact effectively with the public, agencies and staff at all levels; ability to use basic office software such as Microsoft Excel, Word, PowerPoint, and desktop publishing software; excellent customer service skills; demonstrated planning and organization skills; demonstrated leadership skills and abilities; ability to maintain effective working relationships; ability to communicate effectively, orally and in writing; must possess a valid driver's license from state of residency.