

ADMINISTRATIVE SERVICES REPRESENTATIVE

Grade: 11

General Statement of Duties

FLSA Status: Non-Exempt

Performs administrative, recordkeeping and public contact work in assisting citizens and visitors access a variety of Town services and information; provides support to assigned regulatory or advisory boards.

Distinguishing Features of the Class

An employee in this class works at the customer service desk in Town Hall and assists citizens and visitors with a variety of different needs and services; work involves tasks such as greeting callers and visitors and directing to appropriate staff; receiving fees and payments, entering payments and deposits into computer system and issuing receipts; typing documents; handling customer inquiries relating to billings and town services; maintaining office files; and preparing summary reports. Employees answer the phone and answer questions or direct to the appropriate other department and assist customers with a variety of services which include: utility account set up and payments; taking work orders of public works services; taking payments for Town rentals and services; scheduling building inspections, inputting inspection results and issuing permits following Town rules and ordinances. Employees also provide support to assigned Town boards and committees including preparing agendas, attending evening meetings, taking minutes and conducting requested follow-up activities. Employees may have specialty assignments on an on-going or temporary basis, such as website updates, special correspondence and newsletters, or special projects. Work involves public contact functions and coordination with other departments within the Town's organizational structure. Considerable tact and courtesy are required in these public contact functions. Work is performed under the supervision of the Administrative Service Director and is evaluated through conferences, by courtesy, accuracy and timeliness of customer service contacts and records maintained, and skill in dealing with a variety of public contact, board support and recordkeeping responsibilities.

Duties and Responsibilities

Essential Duties and Tasks

Answers the phone and greets visitors to Town Hall; directs caller to appropriate department or provides requested information; takes messages; provides directions.

Takes information for work orders and passes information on to Public Works staff; alerts Public Works, ONWASA or other agencies of citizen concerns; documents completed orders.

Takes payments for a variety Town services such as recreation services, payments for Police reports, and facility rentals and documents reservations.

Receives and receipts payments from customers for Town services and ONWASA bills, including drop box; enters payment information into computer system and generates receipts; answers questions about bills; prepares deposit;

Collects needed information and develops new service applications and service disconnections for ONWASA; answers questions relating to utility services.

Provides support for the permitting process; sends notices for fire inspections; receipts permit applications and verifies information; calculates fees and collects payments for a variety of different types of permits; schedules building and fire inspections and re-inspections; issues certificates of occupancy; maintains permit files.

Compiles statistics and prepares monthly reports of collections and of services provided.

Provides support to assigned regulatory boards and advisory groups; compiles and copies agenda materials; assists Clerk or other officials in typing, formatting and preparing agenda materials; attends day or evening meetings and takes minutes; compiles information on actions taken at meeting and provides requested follow-up actions.

Updates information on Town website; compiles and composes information for Town print and newsletter; maintains email distribution list.

Additional Job Duties

Performs related duties as required.

Recruitment and Selection Guidelines

Knowledge, Skills, and Abilities

Considerable knowledge of computer operations and their application to recordkeeping, minute-taking, fee collections and accounts maintenance.

Considerable knowledge of Town programs and services.

Working knowledge of the policies, procedures, and processes of the town in handling customer services issues and concerns, including utility, privilege license and permit fee collection, and in taking work orders from the public.

Accuracy in the entry of data and compilation of records and attention to detail.

Ability to provide technical information to the public on program activities and to explain rules and regulations concerning Town and ONWASA services.

Ability to plan and organize administrative support activities and tasks and to handle multiple priorities utilizing sound judgment and based on knowledge of departmental issues and needs.

Ability to deal effectively with the public in a tactful and effective manner in order to provide quick and efficient customer services, and to communicate effectively in oral and written forms.

Ability to create and maintain accurate records, reports, and files in support of a customer-oriented operation, and to take accurate minutes of board meetings.

Ability to operate calculator, computer, and related office equipment, including Office software, at the desired level of speed and accuracy.

Ability to establish and maintain effective working relationships with coworkers, public officials, and customers.

Physical Requirements

Must be able to physically perform the basic life operational functions of reaching, lifting, grasping, talking, hearing, and repetitive motions.

Must be able to perform sedentary work exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects.

Must possess the visual acuity to prepare and use figures and statistics, operate a computer terminal, process bills, perform visual inspections and proofread materials.

Desirable Education and Experience

Graduation from high school and experience in a customer service in a customer service and collections setting, preferably in a governmental setting; education preferably supplemented by courses in business or accounting; or an equivalent combination of education and experience.

Special Requirements

Possession of a valid North Carolina driver's license.

Notary public certification or ability to obtain