



Accepting applications for:

**Customer Service Representative**

Transportation Services & Resource Management Department

**Application deadline: Wednesday, May 29, 2024**

Visit [www.icgov.org/jobs](http://www.icgov.org/jobs) to apply online

One permanent full time position available

Wage: \$49,504.00 – \$63,731.20 (starting wage contingent upon experience)

Hours: Monday – Friday, 8:00am – 5:00pm

**Job summary:**

The duties of this position center around the customer service functions within the Transportation Services and Resource Management departments. The essential responsibilities fall in the general areas of customer service related to Parking, Transit, Landfill and Refuse Collection operations. This includes maintaining data within the parking management system, answering incoming phone calls, giving out transit route and schedule information and general clerical duties. This position answers incoming phone calls, processes payments and greets walk in customers.

**Minimum Education, Experience, Certification/Licensure, Other**

High school diploma or G.E.D. and one year of related experience or training; or equivalent combination of education and experience. Experience in customer service and computer systems. Must pass criminal background check.

**Preferred Education, Experience, Certification/Licensure, Other**

Associate's degree from an accredited educational institution; or two years of related experience and/or equivalent combination of education and experience.

**More information:**

A full job description including a listing of essential duties and responsibilities and necessary knowledge, skills and abilities is available at [www.icgov.org/jobs](http://www.icgov.org/jobs) under Job Descriptions.

**It is the policy of the City of Iowa City to afford equal employment opportunities for all employees and potential City employees.**

Date posted: May 14, 2024

