

**CITY OF HURON
POSITION ANNOUNCEMENT**

Customer Service Clerk
City Administration

The City of Huron, Ohio, is accepting applications for the Full Time position of Customer Service Clerk. This position reports to the City Manager. The person in this position performs a variety of administrative/clerical duties with the purpose of providing outstanding customer service to the public.

A completed application will be required for this position. Interested individuals should submit a completed application and resume, to:

**City of Huron
City Manager's Office
417 Main Street
Huron, OH 44839**

Applications and the complete position description can be obtained on the City's website: www.cityofhuron.org or at the above address.

***Application Deadline:* Tuesday, February 28, 2012 at 4:00 p.m.**

POSITION DESCRIPTION

Class Title: Customer Service Clerk

Department: Administration / Finance

Division:

Date: December 1, 2011

Full Time

Union: No / Non-Exempt

Location: Municipal Building

GENERAL PURPOSE:

To provide support to management positions of municipal administration team.

SUPERVISION RECEIVED:

Works under the general supervision of the City Manager, Finance Director, Law Director and Management Services Coordinator.

SUPERVISION EXERCISED:

There is generally no supervision in this position; may exercise supervision over clerical, temporary, or other staff, as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Responsible for general organization of office functions for City Manager, including but not limited to: receptionist, clerical functions, answering phone, e-mail, taking messages, filing, setting appointments, administrative purchase orders, typing and maintaining correspondence of City Manager and Law Department, calendar maintenance; responding to questions of the general public, taking complaints; keeping files of correspondence and minutes of all boards and commissions, communicating with Departments and Divisions as required by City Manager.

Responsible for general organization of office functions for the City Manager.

Responsible for inputting Administrative Purchase Orders

Responsible for issuing permits, ie: Solicitor, parades, tree removal, etc.,

Responsible for the maintenance of Personnel Records of all current and former employees including computer and paper copies as necessary; keeps master file on all city personnel; prepare status sheets as needed; accept applications for employment..

Maintains and updates of all new hire forms under direction of appropriate personnel

Maintains and updates compliance posters for all divisions

Implements scheduling and paperwork for all newly hired employees according to schedules for individual divisional requirements.

Follow up per request of employees for healthcare claims questions

Maintenance and coordination with divisions as to promotional openings and preparing and monitoring promotional testing as required.

Responsible for the Maintenance of the Website calendar and content updates.

Performs other duties as assigned.

DESIRED MINIMUM QUALIFICATIONS:

Education and Experience:

High School graduate or GED equivalent; vocational or technical education in general office work; and,

Minimum two (2) years related experience; or

Equivalent combination of education and experience.

NECESSARY KNOWLEDGE, SKILLS, AND ABILITIES:

Working knowledge of computers and electronic data processing; working knowledge of modern office practices and procedures; Working knowledge of modern records management techniques.

Skill in operation of listed tools and equipment

Ability to accurately record and maintain records; Ability to establish and maintain effective working relationships with employees, supervisors, other departments, and the public

Ability to effectively communicate both verbally and in writing.

TOOLS AND EQUIPMENT USED:

Knowledge of operation and use of office equipment including, but not limited to typewriter, personal computer including word processing and spreadsheet software, telephone, copy machine, fax machine, base radio and calculator.

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 this job. Reasonable accommodations, as prescribed by the American with Disabilities Act, 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 and talk or hear, use hands to finger, handle, feel or operate objects, tools, or controls, and reach with hands and arms. The employee is occasionally required to walk.

The employee must occasionally lift and/or move up to twenty-five (25) pounds. Specific vision abilities required by this job include close 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, as prescribed by the Americans with Disabilities Act, may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

SELECTION GUIDELINES:

The Customer Service Clerk will be selected after a formal application, education and experience rating, oral interview, and reference check. Other job related tests may be required.

APPROVAL:

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

The job description does not constitute an employment agreement between the employer and the employee and is subject to change as the needs of the employer and requirements of the job change.

Approval: Andrew S. Witt
City Manager