



Employees of the City of Redmond recognize that providing the finest customer service to our citizens and co-workers is best accomplished through **INTEGRITY, ACCOUNTABILITY, LEADERSHIP, CREATIVITY, AND RESPECT**

POSITION: Customer Service Representative
Community Development Department

Duties include but are not limited to:

Performs a variety of technical clerical duties according to established processes and procedures; inputs data into computerized systems; types, files and retrieves materials, maintains files and records, processes forms and provides informational assistance to the public regarding programs and projects within the Community Development Department. Job Description attached.

SALARY RANGE:

Grade 7: \$2,346 - \$2,884 per month. Salary based on 2005/2006 wage scale. Excellent City benefit package when eligible.

MINIMUM QUALIFICATIONS:

High School graduation or equivalency; one year clerical or secretarial work experience with specialized secretarial courses; or any equivalent combination of experience and training which demonstrates the ability to perform the above described duties. Considerable knowledge of general office practices and procedures; business English, spelling, punctuation and arithmetic; filing systems. Knowledge of personal computer systems and software, specifically word processing; basic math principles.

All selected finalists for City employment are subject to testing for drugs and a DMV/criminal background check.

HOW TO APPLY:

Request application packet from:

Oregon Employment Dept, Redmond Office
2158 SE College Loop, Suite B
Redmond, OR 97756
Phone: (541) 548-8196 x324
Fax: (541)548-6379
E-mail: Charlene.V.Miller@state.or.us

CITY OF REDMOND APPLICATION, CURRENT RESUME, AND LETTER OF INTEREST (indicating why you want to be considered for this position) must be received by the above Employment Office **no later than 5:00 PM, Friday, June 23, 2006.** Faxes are acceptable if received by the deadline and are complete.

It is the policy of the City of Redmond that there will be no discrimination or harassment on the basis of age, disability, gender, marital status, national origin, race, religion, sexual orientation, or veteran status in any educational programs, activities, or employment. The City of Redmond makes employment decisions based upon the evaluation of an individual's qualifications, ability and potential to contribute to the success of the City. Persons having questions about equal opportunity and nondiscrimination should contact the Recruitment Director (Sharon Harris) in the Human Resources department at (541) 923-7738.

If you require special accommodations for testing, interviewing or other employment-related activity, you must provide 48 hours notice to the ADA Coordinator Sharon Harris at (541) 923-7738, or through the

Telecommunications Relay Service (TRS) which enables people who have difficulty hearing or speaking in the telephone to communicate to standard voice telephone users. If anyone needs TDD (Telecommunications Device for the Deaf) or STS (Speech To Speech) assistance, please use one of the following TRS numbers: 1-800-735-2900 (voice or text), 1-877-735-7525 (STS English) 1-800-735-3896 (STS Spanish).

Normally, only those applicants who are selected to be interviewed will be notified. If you have not been contacted by the City of Redmond within 15 working days following the closing date of the position, it is likely you have not been selected for an interview.

Equal Opportunity / Affirmative Action Employer
Drug Free Workplace

This announcement is not an implied contract and may be modified or revoked without notice.



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CITY OF REDMOND

POSITION DESCRIPTION

POSITION TITLE: Customer Service Representative
DEPARTMENT: Community Development
FLSA STATUS: Non - Exempt
SALARY GRADE: Grade 7
EMPLOYEE GROUP: Confidential / Non-Represented

PURPOSE OF POSITION:

Performs a variety of technical clerical duties according to established processes and procedures; inputs data into computerized systems; types, files and retrieves materials, maintains files and records, processes forms and provides informational assistance to the public regarding programs and projects within the Community Development Department.

ESSENTIAL JOB FUNCTIONS:

Responds to inquiries in writing, by telephone, or in person, regarding a variety of issues within the Community Development Department; provides information or services to the public and other departments or refers to appropriate individual for response; assists the public by explaining the application process.

Performs reception duties for Community Development Department.

Researches files and records.

Assists property owners and contractors by reading and explaining tax lot maps, and as-built maps.

Receives and processes legal, financial and/or other documents according to standard operating procedures; checks for accuracy and completeness of entries; maintains a file of documents; distributes documents through established channels.

Issues permits, licenses, registrations or notifications and collects the required funds.

Sorts, posts and delivers in-coming and out-going mail for Community Development Department.

Prepares correspondence such as letters, reports, notifications, or memorandums.

Performs other duties as required.

JOB QUALIFICATION REQUIREMENTS:

Mandatory Requirements:

High School graduation or equivalency; one year clerical or secretarial work experience with specialized secretarial courses; or any equivalent combination of experience and training which demonstrates the ability to perform the above described duties.

Considerable knowledge of general office practices and procedures; business English, spelling, punctuation and arithmetic; filing systems. Knowledge of personal computer systems and software, specifically word processing; basic math principles.

Ability to understand and carry out oral and written instructions; understand and apply available guidelines to varied operational requirements; perform typing and computer operation at an acceptable level of proficiency; handle multiple tasks simultaneously; work efficiently and effectively under close time lines; work independently; maintain confidentiality; maintain accurate records; organize and prioritize workload; communicate effectively both verbally and in writing; establish and maintain effective working relationships with the general public and city staff.

Knowledge of public relations principles and practices.

Operation of office equipment including phone; personal computer including word processing software; copy machine; postage machine; fax machine; tape recorder; and calculator.

Desirable Requirements:

Public or private sector planning, building or public works experience.

Possession of a valid Oregon drivers' license.

SUPERVISION RECEIVED:

Detailed instruction and close supervision are initially provided for employees with no prior training or experience. However, once the employee has performed all the duties of the position, work is performed independently. A supervisor is available to advise or assist, or to provide guidance on new or unusual tasks. Work is reviewed for quality and conformance to established policies, procedures and standards.

SUPERVISORY RESPONSIBILITIES:

Supervision is not normally a responsibility of this class, although more experienced employees may provide direction, guidance or training in operational procedures to other employees.

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 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. The employee is occasionally required to walk; use hands to finger, handle, or operate objects, tools, or controls; and reach with hands and arms.

The employee may occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

TOOLS AND EQUIPMENT USED:

Requires frequent use of personal computer, including word processing, data base, Internet, and spreadsheet

programs; typewriter, calculator, telephone, copy machine, fax machine, postage machine.

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 may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet with typical office noises and interruptions.

This description covers the most significant essential and auxiliary duties performed but does not include other occasional work which may be similar, related to, or 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 by the employer as the needs of the employer and requirements of the job change.

Department Director

Date

Human Resources Director

ADOPTED: JUNE 11, 1997
REVISED: JULY 1, 2001