

Information Center Lead

DEPT: Administration	FLSA: Non-Exempt
DIV: Information Center	EEOC: Admin Support
DATE: July 2019	



POSITION SUMMARY

Performs a variety of **lead worker and complex clerical and customer service duties** as needed to service provided by the city, to include cashiering, business licensing, passport processing, citizen requests, and other public services in the Information Center. In the absence of the Information Center Manager, performs administrative duties as needed to assure proper day-to-day operations of the Information Center.

SUPERVISION RECEIVED

Works under the general supervision of the Information Center Manager.

SUPERVISION EXERCISED

May provide supervision during training or on a project-by-project basis to Customer Service Representative(s) II and I.

ESSENTIAL FUNCTIONS

Participate in the day-to-day functions of Information Center subject to policies, practices, and procedures: processing payments, answering and directing phone calls and handling escalated calls in a courteous manner, processing passports, business licenses, solicitor's license, etc.

Use City's work order software to record and manage citizen requests. Make recommendations for improvement to enhance efficiency and effectiveness of information center and City work order systems.

May make frequent decision but related to an established procedure. Judgement required to select most suitable procedure from more than one alternative.

Assist in training employees on the proper customer service etiquette and required skills of their position. Notice trends in problem calls and look for ways to proactively avoid future problems.

Coordinate with Information Center staff and City-wide departments to maintain up-to-date information and internal customer service.

Assist as director in ensuring that all monies collected by the center are properly accounted, including the balancing of the all revenue.

Meet with assigned supervisor to discuss areas of concern, interest, improvement, or other such areas; keep supervisor informed of major developments and issues; attend mandatory meetings as assigned. Employee in consultation with supervisor develops projects and deadlines.

Meet performance standards established with the employee's manager.

Job attendance is required, except for authorized leave.

MINIMUM QUALIFICATIONS

1. Education and Experience:

A. Graduation from high school, plus Associates Degree in related field or two years of job-related training;

AND

B. **Three (3) years** of experience performing above or related duties;

OR

C. An equivalent combination of education and experience.

2. Knowledge, Skills, and Abilities:

Considerable knowledge of general office maintenance and practices; utility collection procedures and processes; operation of computer in utilizing various software programs related to word and work processing, spreadsheet and database management; operation of standard office equipment; basic mathematics and accounting; interpersonal communication skills and telephone etiquette; public relations; meter reading systems.

Ability to operate a personal computer and Microsoft products (specifically Word, Outlook, and Excel) and City software such as Caselle, iWorQ, Express Bill Pay, and Sportsman. Ability to operate phone system.

Ability to communicate effectively with all customers; maintain strict confidentiality related to sensitive administrative information; develop effective working relationships with supervisors, fellow employees, and the public.

Ability to perform the overall advanced functions of the Information Center to include assisting the public, cashiering, responding properly to customer complaints, and directing or answering incoming calls correctly with no supervision.

Ability to maintain a professional and pleasant demeanor under stress.

Ability to demonstrate keyboard skills with accuracy.

3. Special Qualifications:

Must be or become a Notary Public.

4. Work Environment:

Typical office setting with typical climate controls. Tasks require a variety of physical activities such as walking, standing, stooping, sitting, reaching, and not generally involving muscular strain. Job functions normally require talking, hearing and seeing. Common eye, hand, finger dexterity required for most essential functions. Mental application utilizes memory for details, verbal instructions, emotional stability, discriminating thinking and creative problem solving.

Disclaimer: The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

I _____ have reviewed the above job description. Date: _____
(Employee)