

Mt. Pleasant City

April 2018

Department: Administrative Services

Job Title: Mt. Pleasant Front Desk Help

Category: Non-Exempt

Accountability: Personnel Administrator/Treasurer

Supervision: None

Minimum Qualifications--

High School Graduate or equivalent certificate. One-year office/clerical experience. Experience in Customer Service.

General Description:

Answer phones, collect payments and other duties as assigned.

Essential Functions:

Initiative, judgement, and job complexity: Able to perform functions of job given outline of work to be performed; thereafter general freedom to develop individual work sequences and methods within scope of established policy.

Financial Responsibility: Responsible for receipts of billing funds.

Good Customer Service.

City Representation: Represents the City to the public.

Working Conditions: Indoor office work, subject to frequent interruptions and interaction with the public. Must possess good communication skills both orally and written to interact with Mayor, City Council and community. May be subject to abusive and volatile situations when dealing with utility shut-offs.

Physical Effort: Must be able to sit at the desk or work on computer terminal for long stretches of time.

Knowledge, Skills, & Abilities:

- Needs to have good computer skills
- Must be able to operate office equipment, i.e., fax, copier, etc.

Responsibilities:

- Collect, organize and prepare data
- Provide information to general public both over the phone and at the front counter
- Balance cash drawer
- Other duties as assigned