



City of La Center

Seeks Applicants For

Customer Service Representative (Clerk III)

8 Step Hourly Wage Schedule - \$27.17 - \$33.63
Employer Pays 100% Healthcare - Generous PTO
Washington State Department of Retirement

Position Is Open Until Filled – First Review of Resumes - January 26, 2022

To Apply: Submit a Resume and Responses to the Supplemental Questionnaire to
humanresources@ci.lacenter.wa.us

Position Summary

This employee works closely with another Customer Service Representative in greeting customers, in person or by phone, that seeks information and services from the City of La Center.

Assigned to the Finance Department, this employee reports to the Director of Administrative Services, and his/her direction provides administrative support to the Community Development, Building, and Public Works teams.

The workweek for the Customer Service Representatives is **Monday-Friday, 8:00 AM - 5:00 PM**. When supporting the Administrative Services Manager during the City Council meetings, the employee will be required to work two evenings a month. The employee may receive overtime or comp time for the hours spent attending the City Council meetings.

City of La Center employees are responsible for demonstrating the values as stated in the City's Guiding Principles, working cooperatively and collaboratively with colleagues, and delivering services to customers with a high degree of professionalism.

This position is represented by the LCPOA-Civil Association (union).

Essential Job Duties/Primary Job Duties

- Answer questions about City services and direct the callers or visitors to the appropriate employee within the City. Maintain a log that identifies the information sought by the caller/visitor.
- Communicate complex and detailed information about City services, City policies and codes, county and state laws and regulations.

- Receive and produce a receipt verifying payments to the City to include utility payments, building permit and plan review payments, purchase of dog licenses, and rental fees.
- Facilitate the monthly utility billing, reconcile payments, and maintain a current customer inventory.
- Enter receipts for cash received into the Springbrook software, and log all cash payments in the appropriate financial database.
- Use asset management and work order software to document requests for services such as Ask PWs.
- Schedule appointments and meetings at the request of managers, directors, and the Mayor.
- Communicate verbally and in writing complex information to visitors, internal customers, representatives from regulatory agencies, and business representatives.
- When assisting the City Clerk, the employee will publish the City Council agenda, attend City Council meetings, operate the recording equipment, support the Mayor in maintaining the flow of parliamentary procedures, and prepare the 1st draft of Council meeting notes.
- When assigned to assist the Building Official and Permit Technician, assist in scheduling building inspections, prepare, and process supporting paperwork.
- Communicate complex and, at times, conflicting building and city codes to contractors, vendors, and the community clearly and understandably.
- Draft, review, and edit a wide range of correspondence, reports, and professional documents. At the direction of the Administrative Service Manager or the staff from Community Development, research records, files, documents, and a variety of government regulations, laws, and procedures.
- One of the two Customer Services Representatives will be assigned responsibility for producing the City's newsletter, maintaining the City's webpage, Facebook, and promotional/information materials.
- Work closely with detailed information in which a mistake could have a financial impact on a customer, i.e., builder, land developer, or property owner.
- File and retrieve a wide range of documents in existing paper files and electronic files and retrieve information from archived files.
- Register requests for special events and confirm reservations for the City's community center.
- Work collaboratively with internal customers, find solutions to problems, and maintain cooperative and professional relations with colleagues.
- Retrieve and record documents required in response to Public City Clerk and forward the requested documents to the City Clerk.

- Distribute information and education materials, e.g., information about community events, quality of life issues, and mandates issued by law, the governor, or the Mayor.
- Adhere to the City's anti-discrimination, harassment, and retaliation policies, and comply with the City's commitment to be inclusive of racial, cultural, gender, religious, and ethnic differences.
- The job duties and tasks outlined above are not all-inclusive.

Minimum Qualifications/Required Skills

- High School graduate or GED
- Two (2) years of Community College in administrative services, computer science, or records management
- Two (2) years of work experience in an administrative or customer service environment; prior experience in public employment is highly desired.
- Must be highly proficient in using Microsoft Suites, including Word, Excel, Outlook, Publisher, PowerPoint
- Must have prior experience using some form of financial/accounting software (Springbrook experience is highly desirable)
- Must satisfactorily complete a pre-employment reference check, which includes a credit check.

Work Environment

- Work environment is in an open office concept that can be very noisy as people mingle about the open-space lobby.
- Sit at a desk for extended periods entering data into a computer.
- Bend to retrieve documents from lower drawers in filing cabinets or on top of cabinets; frequently use wrists and arms when entering data into a computer.
- Travel (walk or drive a vehicle) short distances (2 blocks at the most) between city buildings.
- Professionally manage disruptive, upset, or disgruntled customers. Find a resolution to their concerns and provide a wide range of resources the customer may want to consider.

The above statements describe the general nature and level of work performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position. This job classification is subject to change as the needs and requirements of the job change.

Equal Employment Opportunity Employer

CITY OF LA CENTER

Supplemental Questionnaire – Customer Service Representative

1. Describe your experience providing customer service that required you to explain very complex policies or procedures to customers frequently? Please give an example of the type of policy or practice you were responsible for explaining to the customer.
2. What experience or knowledge do you have in using Roberts rules or similar parliamentary procedures used to maintain the order of a meeting that included the public, various public or organizational officials, and employer representatives? Please describe in detail.
3. What experience or knowledge do you have working with Washington's Public Records Act or a similar regulation that required your employer to maintain written records and documents for an extended time?
4. Are you able to attend two evening meetings a month? City Council meetings take place on alternate Wednesday evenings beginning at 6:30 to 8:30 PM. The duration of the session is dependent on the Council's agenda.



Put your name and contact information on each document submitted in response to the Supplemental Questionnaire.

Don't forget to include your standard resume that identifies your employment and education history.

Equal Opportunity Employer

The City of La Center is an Equal Opportunity Employer. All qualified employees will be considered for employment without regard to race, religion, color, national origin, gender, age, marital status, sexual orientation, ancestry, sensory, mental or physical disability or veteran status, or any non-job related factor as defined by law. Any person requiring special accommodations should advise the City via email of their needs by the application closing date.