

TOWN OF SOUTHBURY

**POSITION DESCRIPTION
PART / FULL TIME
NON EXEMPT**

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| Department: Senior Services Department Date: SBOS Approved June 21, 2018 | Incumbent: New Position | Title: Part/Full Time Front Counter Customer Services Clerk Grade: 6 |
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Primary Accountabilities

Perform secretarial and clerical duties for senior services department. Receives visitors to front counter, assists with customer service related duties, answers phones, schedules and confirms appointments, handles cancellations and follow up calls. Provides support to Senior Center Admin in routine tasks. Assists with set up, breakdowns for events and programming, and provides support to Senior Center Coordinator in programming scheduling and projects. May offer support in special projects as may occur.

Reports To

Director, Senior Services

Consults With

Senior Center Administrative Assistant, Senior Center Coordinator and public at large.

Supervises

No one

Essential Functions

Provides strong customer service at front counter.

Other Functions

Performs other related work as required by the Director, Services for the Elderly or other departments when necessary.

Required knowledge, skills and abilities

Good telephone skills.

Upbeat and positive demeanor

Patience with clients

Ability to listen and be sympathetic

Ability to enforce existing policy and procedures

Ability to follow oral and written instructions.

Ability to learn assigned clerical tasks readily and to adhere to prescribed routines and develop skill in the operation of standard office equipment, and a department computer.

Ability to make decisions according to laws and regulation and according to established department policies.

Ability to receive guidance and supervision: follow work rules, work procedures, meet deadlines, punctuality and attendance standards, etc.

Ability to establish and maintain satisfactory working relationships with other employees and with the general public

Ability to appropriately respond to crisis/emergency situations involving senior citizens.

Required Equipment Operations

Ability to operate standard office equipment including but not limited to: telephone, copy machine, typewriter, computer and knowledge of various word processing and spreadsheet software programs.

Required Physical Effort

Sitting at a desk or standing at an assigned location and working continuously for extended periods of time utilizing various office equipment. Lifting and carrying up to 20 pounds of supplies, equipment and files without assistance.

Required Qualifications (minimum)

Graduation from high school plus one year of Customer service experience or equivalent combination of education and experience.