IVINS CITY JOB DESCRIPTION

CUSTOMER SERVICE / FLEET RECORDS MANAGEMENT

DEPARTMENT:	ADMINISTRATIVE SERVICES	FLSA: NON-EXEMPT
DIVISION:		REVISED: 5/2015

GENERAL PURPOSE:

Performs a variety of customer service, secretarial and technical duties, particularly related to utility billing and cash receipting. Manage all fleet maintenance and work order documents. Provides customer service and general secretarial/clerical support to the Administrative Services Department.

SUPERVISION RECEIVED:

Works under the direct supervision of the Director of Finance and under the general supervision of the Administrative Services Supervisor.

SUPERVISION EXERCISED:

None – this is not a supervisory position.

ESSENTIAL FUNCTIONS: (Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. The list of tasks is illustrative only, and is not a comprehensive listing of all functions and tasks performed by positions in this class.)

Fleet Records and Maintenance Management

1. Administratively oversee fleet regarding record keeping (electronic and paper) and maintenance schedules
2. Coordinate and communicate with department administrators and fleet mechanic on upcoming and outstanding/aging work orders; create work orders as needed
3. Track fleet mileage
4. Train and keep department administrators up-to-date on current systems
5. Oversee fleet surplus process
6. Process new vehicles into fleet records
7. Coordinate annual fleet renewal, safety inspections and insurance coverage
8. DMV liaison for all fleet needs
9. Act as collision repair liaison

Customer Service at City Hall's Drive Through and Front Desk (back up)

1. Orient new move-ins
2. Answer inquiries
3. Direct to other departments as appropriate
4. Receipt payments from walk-in customers
5. Process building permits
6. Assist administratively with monthly water shut-off
7. Receive incoming phone calls, answer questions, take messages, provide factual information, and refer calls to appropriate departments
8. Process payments utilizing xpressbillpay.com on customers' behalf

9. Cash receipting: help process payments from mail, lock box, Ivins Post Office, and drive-up window
10. Open and close accounts
11. Process meter change-outs
12. From Certificates of Occupancy, add services to customers' accounts
13. Assist as back-up to business license official and monthly utility billing

1. Mail Pick-up (Snow Canyon Clinic, Ivins Post Office and Lock Box) and Distribution
2. Assist as requested by other Administrative Services employees
3. Office Supplies – Administrative Services
   a. Source best pricing, order and distribute
4. Other duties as assigned

QUALIFICATIONS:

Education and Experience:

1. Must have at least a high school diploma or equivalent.
2. Three (3) years previous full-time successful experience in general office work.

Knowledge:

1. English – Knowledge of the English language, including proper structure, spelling, grammar, and punctuation.
2. Clerical – Knowledge of administrative and clerical procedures and systems, such as word processing, managing files and records, and other modern office procedures and terminology.
3. Computers/Office Machines – Knowledge of proper use of computers and office machines.
4. Computer Software – Knowledge of, and proficiency in using, Microsoft Word and Microsoft Excel; knowledge of, and proficiency in using, Microsoft Publisher also helpful.
5. Math – Knowledge of basic math, particularly regarding accounts receivable.

Skills:

1. Reading Comprehension – Understanding written sentences and paragraphs in work related documents.
2. Active Listening – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate and not interrupting at inappropriate times.
3. Time Management – Managing one's own time efficiently.
4. Writing – Communicating effectively in writing as appropriate for the needs of the audience.
5. Typing / 10 Key – Must type at least 55 words per minute; accurate use of a 10-key preferred.
6. Speaking – Talking to others to convey information effectively.
7. Critical Thinking – Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
8. Judgment & Decision Making – Considering the advantages and disadvantages of potential actions to choose the most appropriate one.
9. Organization - Setting up and maintaining paper and electronic filing systems for records, correspondence, and other materials; keeping the office organized and filing documents in a timely manner.

Abilities:

1. Oral Comprehension – The ability to listen to and understand information and ideas presented through spoken words and sentences.
2. Oral Expression – The ability to communicate information and ideas in speaking so others will understand.
3. Speech Recognition – The ability to identify and understand the speech of another person.
4. Speech Clarity – The ability to speak clearly so others can understand you.
5. Written Expression – The ability to communicate information and ideas in writing so others will understand.
6. Problem Sensitivity – The ability to recognize when something is wrong or is likely to go wrong.
7. Selective Attention – The ability to concentrate on a task over a period of time without being distracted.
8. Number Facility – The ability to add, subtract, multiply, or divide quickly and correctly.
9. Near Vision – The ability to see details at close range (within a few feet of the observer).
10. Wrist-Finger Dexterity – The ability to make fast, simple, repeated movements of the fingers, hands and wrists.

WORKING CONDITIONS:

1. Office environment, light physical effort which may include sitting or standing for extended periods while operating assigned equipment.
2. Infrequent lifting of light weights up to 15 pounds.
3. Moderate exposure to stress as a result of human behavior.

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IVINS CITY JOB DESCRIPTION

CUSTOMER SERVICE / FLEET RECORDS MANAGEMENT

DEPARTMENT:	ADMINISTRATIVE SERVICES	FLSA: NON-EXEMPT
DIVISION:		REVISED: 5/2015

GENERAL PURPOSE:

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SUPERVISION RECEIVED:

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SUPERVISION EXERCISED:

None – this is not a supervisory position.

ESSENTIAL FUNCTIONS: (Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. The list of tasks is illustrative only, and is not a comprehensive listing of all functions and tasks performed by positions in this class.)

Fleet Records and Maintenance Management

1. Administratively oversee fleet regarding record keeping (electronic and paper) and maintenance schedules
2. Coordinate and communicate with department administrators and fleet mechanic on upcoming and outstanding/aging work orders; create work orders as needed
3. Track fleet mileage
4. Train and keep department administrators up-to-date on current systems
5. Oversee fleet surplus process
6. Process new vehicles into fleet records
7. Coordinate annual fleet renewal, safety inspections and insurance coverage
8. DMV liaison for all fleet needs
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6. Assist administratively with monthly water shut-off
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9. Cash receipting: help process payments from mail, lock box, Ivins Post Office, and drive-up window
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1. Mail Pick-up (Snow Canyon Clinic, Ivins Post Office and Lock Box) and Distribution
2. Assist as requested by other Administrative Services employees
3. Office Supplies – Administrative Services
   a. Source best pricing, order and distribute
4. Other duties as assigned

QUALIFICATIONS:

Education and Experience:

1. Must have at least a high school diploma or equivalent.
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Knowledge:

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Skills:

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Abilities:

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7. Selective Attention – The ability to concentrate on a task over a period of time without being distracted.
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9. Near Vision – The ability to see details at close range (within a few feet of the observer).
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WORKING CONDITIONS:

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