

Job Description
Position – Customer Service Specialist, Finance Office

Summary

To provide administrative and technical assistance for the Finance Office and other Town functions in a professional manner through counter, phone and computer activity. Perform administrative tasks such as; financial transactions and record keeping, file documentation, administrative and customer service support. Have strong organizational, clerical, and computer skills. Minimize non-productive time and fill slow periods with activities that will improve day-to-day operations. Perform other duties and powers as delegated by the Finance Officer or Town Manager.

Education and License

High School Diploma or General Education Diploma (GED). Valid Driver's License.

Knowledge and Experience

Have thorough knowledge of: office administrative procedures, counter-telephone service, use-operation of standard office equipment and software programs. Five years of experience with; financial management, monetary transactions, office administration and customer service.

Ability

Must have high level of interpersonal skills to handle sensitive and confidential situations in a professional manner and communicate appropriate information to the customers and staff. Position continually requires demonstrated poise, tact and diplomacy. An analytical ability is required in order to gather and summarize data for reports, find solutions to various administrative problems, and prioritize work. Must be self-motivated and a strong communicator (verbally and in writing). To work effectively with minimal supervision.

This job description is not designed to cover or contain all listings of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice

Reports to

Finance Officer.