**CITY OF FLAGSTAFF**

Flagstaff is the largest community in the high country and is the county seat for Coconino County, the largest county in the United States. A historic Route 66 town, Flagstaff is ideally located at the juncture of Interstate 17 and Interstate 40. Though still reflecting a small town atmosphere, it maintains a selective growth plan with new expansion programs underway.

The City of Flagstaff is Northern Arizona’s Employer of Choice! Our City government is devoted to enhancing the quality of life of our citizens and the experience of the many visitors who are attracted to Northern Arizona.

**Date Posted: September 27, 2019**

**Vacancy No: 125-19**

**Position Title: Administrative Specialist – Customer Service**

**Division / Section: Management Services / Revenue**

**Position Status: Full Time; FLSA Non-Exempt; Tenure & Benefit Eligible**

**Work Week: Monday – Friday; Hours 7:30am-4:30pm**

**Salary Range: $15.6219 - $16.5592 Per Hour DOE**

**Closing Date: October 11, 2019**

**“Team Flagstaff is seeking a highly qualified person with a positive attitude for providing quality customer service to both internal and external customers. Copy/mail room, cash handling and call center experience is desired”.**

Actively supports and upholds the City’s stated mission and values. The Administrative Support Series is a broad band series where incumbents are responsible for performing a wide variety of tasks. Duties range from the most routine and repetitive to the most complex of administrative support tasks requiring incumbents to take initiative, make judgment calls, and make decisions for the functions/processes for which they are accountable.

This is the second band in a two-level administrative support series. The Administrative Assistant is distinguished from the Administrative Specialist in that the Assistant is responsible for routine and defined tasks and basic knowledge of the work unit. The Administrative Specialist is responsible for a broader range of duties with more flexibility in making decisions and carrying out tasks (within prescribed procedures) for all functions within the work unit.

There are three zones within the broad band. The incumbent will have the opportunity to advance through the zones based on performance and value added to the organization.

**ADMINISTRATIVE DUTIES**

* Supervisory: This job does not have formal supervisory responsibilities.
* Budgetary: This job does not have budgetary responsibilities carries out day-to-day activities within approved budget.
* Strategic Planning: This job does not have strategic planning responsibilities but carries out day-to-day activities in order to reach the stated goals and objectives.
* Policies/Procedures: This job carries out day-to-day activities in accordance with established policies and procedures.
* Compliance: This job carries out day-to-day activities in accordance with Federal, State, and Local laws, rules, and regulations as well as City policies and procedures.
* Council Communications: This job carries out day-to-day activities in accordance with Council’s adopted priorities and direction.
* Reporting: This job does not have duties related to reporting to Federal/State/Local agencies.

**EXAMPLES OF THE WORK PERFORMED (ILLUSTRATIVE ONLY)**

***These are a representative sample of entry level duties; position assignments vary as the incumbent progresses through zones in the band.***

General:

* Provides excellent customer service to both internal and external customers.
* Using multi-tasking skills, operate multiple pieces of equipment simultaneously.
* Serves as lead to staff to include assigning and monitoring work and providing direction.
* Provides technical customer service support to other departments, staff, and the general public.
* Creates and maintains various confidential records, files, and databases requiring compilation of varied information.
* Provides written and verbal responses to customers by preparing, drafting, and proofing various reports, letters, and other correspondence.
* Maintains and is responsible for all filing and purging of materials relating to the department or division.
* Responsible for proper and timely processing of time sheets, purchase orders, or any other procedural forms required by other departments or divisions.
* May be responsible for monthly production reports, statistical reports, or other regularly scheduled reports.
* Files electronic documents chronologically or by other prescribed methods.
* Processes a variety of forms electronic and paperwork, using established procedures.
* Types, data enters, or word-processes a variety of technical documents; compiles data and prepares reports.
* Monitors and maintains office supplies, business forms, and/or application forms.
* Maintains clean and orderly checkout areas.
* Clearly and politely communicates with customers in person, on the phone, and in writing.
* Performs other duties of a similar nature or level as assigned.

Cashier/Call Center:

* Receives payment by cash, check, credit cards, wires, automatic debits, etc.
* Issues receipts, refunds, credits, or change due to customers.
* Counts money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change, as well as balance funds at end of shift.
* Greets customers entering City Hall, answering customer questions, and providing information on procedures or policies, as well as directing to appropriate staff and departments throughout the City.
* Complies with all cash handling and financial processes.
* Communicates clearly with field personnel through two radio system.
* Managing high volume of inbound calls in a timely manner.
* Following call center “scripts” when handling technical topics.
* Identifying customers’ needs, clarify information, research various issues and providing solutions and/or alternatives.

Mail Room:

* Prepare large print jobs for internal customers on a high-volume print press.
* Pick up and deliver mail at the local post office and FedEx.
* Distribute mail to appropriate Division, Section, Program, and employee.
* Utilize postage machine and U.S. Post Office information to ensure proper postage payment of outgoing materials.
* Receives, sorts, and distributes a variety of correspondence, records, and information to appropriate personnel and the general public.

**MINIMUM REQUIREMENTS**

(positions in this class typically require)

* High school diploma or General Equivalency Diploma.
* Three years of progressively responsible experience in the following areas:
* Working in an office
* Cash handling and reconciliation
* Customer service in a multi-tasking work environment
* Or any combination of education, experience, and training equivalent to the above Minimum Requirements.

**DESIRED QUALIFICATIONS**

* Three years’ experience in cash handling reconciliation
* Three years’ experience in customer conflict resolution
* Two years’ experience with Microsoft Suite, including Word, Excel, and Outlook
* Six months’ experience with point of sale (POS) software

**OTHER REQUIREMENTS**

* Must possess, or obtain upon employment, a valid Arizona driver’s license.
* Regular attendance is an essential function of this job to ensure continuity.

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES (ILLUSTRATIVE ONLY)**

Skills (position requirements at entry):

* Using computers and software application programs;
* Filing;
* Typing;
* 10-key;
* Cash register or cash handling database;
* Providing customer service;
* Preparing a variety of reports;
* Prioritizing work and performing multiple tasks;
* Maintaining various databases;
* Maintaining various records and files;
* Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and ideas so others will understand.;
* The ability to listen to and understand information and ideas presented through spoken words and sentences;
* Maintaining various confidential records;
* Ability to use mathematics to solve problems and manually calculate change;
* Assigning and monitoring work.

Knowledge (position requirements at entry):

* Basic filing and recordkeeping principles;
* Modern office procedures;
* Principles and processes for providing customer services, including customer needs assessment, meeting quality standards for services, de-escalation techniques, and evaluating customer satisfaction;
* Inventory maintenance principles;
* The ability to utilize a calculator to add, subtract, multiply, and divide quickly and correctly;
* Spelling and grammar principles;
* Database management principles;
* Leadership principles;
* Basic accounting principles.

**PHYSICAL REQUIREMENTS AND WORKING ENVIRONMENT**

* While performing the duties of this job, the employee is frequently required to use hands to finger/handle/feel and talk or hear. The employee is regularly required to stand and reach with hands and arms. The employee is occasionally required to walk, sit, reach with hands and arms while bending, climb or balance, and stoop, kneel, crouch, or crawl.
* The employee must frequently lift and/or move up to 25 pounds, and occasionally lift and/or move up to 50 pounds.
* Vision requirements for this position include close vision, distance vision, color vision, peripheral vision, and depth perception.
* Working conditions include frequently working near moving mechanical parts; regular exposure to outdoor weather conditions; and occasional exposure to fumes or airborne particles, and risk of electrical shock.
* The noise level in the work environment is usually moderate.

**CLASSIFICATION INFORMATION**

* Broad Band B21 – B23, FLSA non-exempt

**TO APPLY ONLINE:**

In order to apply for this position, you will have to fill out a City of Flagstaff application on our website. Visit our website to apply or for more information on this position and other opportunities. You will find complete job descriptions, requirements and application information at: [**http://www.flagstaff.az.gov/jobs**](http://www.flagstaff.az.gov/jobs)

**NOTE: Applications are due to the Human Resources department by 4PM on the closing date regardless of the postmarked date.**

**TO APPLY IN PERSON**

Applications are available and can be turned in at:211 W. Aspen Ave., Flagstaff, AZ 86001

Call our general information line at (928) 213-2090 or (800) 463-1389 to request an application by mail. Fax your resume to (928) 213-2089 or E-mail: [human.resources@flagstaffaz.gov](mailto:human.resources@flagstaffaz.gov)

**Additional information about current and open job vacancies can also be found by calling our job line at (800) 463-1389.**

The City of Flagstaff is an Equal Opportunity/Affirmative Action employer.

All qualified applicants will receive consideration for employment without regard to race, color,

religion, sex, national origin, disability, age, or protected Veteran status.

**AmeriCorps, Peace Corps and other national service alumni are encouraged to apply.**

**Paid Holidays** • **Paid Vacation Days** • **Paid Sick Days** • **Health/Dental/Life/Vision Insurance**