

# TALLADEGA COUNTY COMMISSION



**POSITION:** Customer Service Representative (front desk)  
**DEPARTMENT:** Highway  
**GRADE:** D  
**FLSA:** Non- Exempt

**OVERVIEW:** Performs clerical duties and acts as the front-desk contact with the public; assists citizens in the resolution of problems and complaints with considerable tact in the Road Department Office.

## **ESSENTIAL DUTIES:**

- Serves as receptionist for Highway Department
- Answers the telephone and responds to citizens' questions and comments in a courteous and timely manner, routes calls to the proper person, takes telephone messages and ensures they are given to the proper person, and dispatches instructions/information
- May prepare or assist in preparation of work orders
- Composes and types letters, routine correspondence and reports
- Gathers approved employee timesheets and submits to payroll
- Data entry - gathers, assembles, updates, distributes and/or files a variety of information, forms, and records data as requested
- Data entry = compiles information related to work performed by the department and prepares reports as directed
- Dispatches instructions, requests, and gives information to department personnel as directed
- Accurately and timely maintains department files
- Other duties as assigned from time to time

## **EDUCATION AND EXPERIENCE:**

- High school diploma or a graduate equivalency diploma
- Experience in general office operations

## **MINIMUM SKILLS AND ABILITIES:**

- Knowledge of modern office procedures, filing systems and equipment
- Skill in using personal computers and ability to quickly learn new applications
- Effective communications skills (oral and written) and use of good grammar, spelling and punctuation
- Proficient in the use of Microsoft Office applications
- Efficient and accurate word processing skills
- Ability to deal with a wide range of persons and situations and serve the public with diplomacy and respect
- Ability and willingness to learn and apply new skills and knowledge

## **SUPERVISORY CONTROLS:**

- This position has no supervisory duties.
- This position receives supervision from the Office Manager which establishes objectives, priorities and deadlines.

**WORK ENVIRONMENT:**

- This work is performed in a typical office environment with employee sitting at a desk for extended periods of time with intermittent standing and walking.

**REQUIRED PHYSICAL ABILITIES:**

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively.
- Sufficient vision or other powers of observation which permit the employee to read and further process written and other visual material.
- Ability to sit at a desk with intermittent standing and walking.
- Must be able to lift up to 15 pounds.

**JOB DESCRIPTION ACKNOWLEDGEMENT**

I have received, reviewed and fully understand the job description for **CUSTOMER SERVICE REPRESENTATIVE, HIGHWAY DEPARTMENT**. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee Name \_\_\_\_\_ Date \_\_\_\_\_

Employee Signature \_\_\_\_\_