

**CITY OF SHAKER HEIGHTS**  
**Position Vacancy Announcement**  
**FOR IMMEDIATE POSTING**  
**July 6, 2017**

**Job Title:** Customer Service Representative (Part-time)  
**Department:** Recreation  
**Starting Salary:** \$16.26 to \$17.08 per hour, DOQ  
**Hours of Work:** Tues. through Fri. 2:00 p.m. – 6:00 p.m.; Sat. 10:00 a.m. – 3:00 p.m.  
Requires some evening and week-end hours

**GENERAL DEFINITION AND CONDITIONS OF WORK:**

Performs intermediate clerical work providing various types of office support that involve extensive public contact; does related work as required. Work is performed under regular supervision.

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects, and some light work requiring the exertion of up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and a negligible amount of force constantly to move objects; work requires stooping, reaching, fingering, grasping, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data, operation of machines, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

**ESSENTIAL FUNCTIONS/TYPICAL TASKS:**

**Provides various types of office support; responds to citizen inquiries, requests for service and complaints; provides detailed information concerning city services; maintains records and files.**

Provides front-line customer service and specialized information concerning department programs, services and procedures;  
Receives and processes program registrations and facility reservations; receives and accounts for fees according to specific department guidelines and procedures; assists citizens and applicants in completing required applications and forms;  
Answers phone and greets visitors; screens and routes calls and inquiries to proper authority for disposition;  
Performs variety of office support functions such as typing labels, forms and routine letters; verifies completeness of applications and forms; makes copies of correspondence, notices, and records; maintains record systems and files; receives and processes mail;  
Files documents according to alphanumeric or other prescribed method;  
Receives and processes service requests and prepares work orders;  
Helps prepare routine monthly, quarterly and annual reports;  
Provides information about city services, employment and regulations as qualified;  
Operates standard office, computer and related equipment;  
May serve as a receptionist for a City facility;  
Performs cashier functions in skate rental and pool operations as required;  
Performs related tasks as required.

**KNOWLEDGE, SKILLS AND ABILITIES:**

General knowledge of standard office practices, procedures, equipment and office support techniques; thorough knowledge of business English, spelling and arithmetic; general knowledge of departmental operations and services; ability to type accurately and at a reasonable rate of speed; ability to establish and maintain effective working relationships with associates and the general public; ability to make arithmetic calculations and maintain accurate files and records; ability to follow oral and written instructions; skill in the operation of standard office and computer equipment.

**EDUCATION AND EXPERIENCE:**

Any combination of education and experience equivalent to graduation from high school and some experience performing office support, cashier and customer assistance work.

**The City of Shaker Heights does not hire individuals who use or test positive for tobacco or nicotine products.**

*Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.*

**PLEASE FILE CITY APPLICATION AND/OR RESUME WITH CITY OF SHAKER HEIGHTS HUMAN RESOURCES DEPARTMENT, 3400 LEE ROAD, SHAKER HEIGHTS, OHIO 44120 OR E-MAIL TO [human.resources@shakeronline.com](mailto:human.resources@shakeronline.com) EOE**