# Position: Citizens Services Clerk

**Nature of Work**

This position requires a professional telephone and personal presence and represents the Town and Town Council in every aspect of the day's work. The employee in this position is typically the first point of contact for customers. Employee must be able to multi-task and work independently while maintaining a positive attitude.

# Minimum Requirements

* Graduation from high school or equivalent; and,
* Four (4) years of related experience; or,
* One (1) year of education from an accredited college or university as a substitute for each year of experience.

# Knowledge, Skills and Abilities

* Communicate effectively, both orally and in writing
* Prepare clear and concise reports
* Receipt monies using specialized software
* Balance cash draw and complete daily deposit paperwork
* Process Work Orders
* Answer routine telephone calls
* Greet and respond to citizens and visitors
* Send and respond to emails
* General cleaning (bathrooms, floors, trash cans, etc.)
* Establish and maintain effective working relationships with citizens and coworkers
* Proficient in Word, Excel and Outlook or willingness to learn

This description is not intended to be nor should it be construed as an all-inclusive list of responsibilities, skills or working conditions associated with the position. It is intended to accurately reflect the activities and requirements of the position, but duties may be added, deleted, or modified as necessary. This description does not constitute a written or implied contract of employment.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to use hands and fingers to hold or feel, reach with hands and arms, walk, talk and hear. The employee is occasionally required to stand, sit, lift, climb, balance, stoop, and crouch. Specific vision abilities include close, distance, color, and peripheral vision, and depth perception.

*Town of Century is an Equal Opportunity Employer,*