



JOB DESCRIPTION

Department	Administration
Job Title	Customer Support Specialist
Classification	Non-Exempt
Reports to:	Village Clerk
Pay Range	\$14 - \$15/hour

Job Summary

The Customer Support Specialist serves all departments of the Village as primary point of contact for initial customer service inquiries over the phone, in-person at Village Hall and through General email inquiries. The Customer Support Specialist answers the Village's main telephone line and triages calls, providing answers when possible or redirecting the call as appropriate. The Customer Support Specialist receives and greets in-person customers at Village Hall, responds to questions or connects customers with another staff member who can provide additional information, and performs cashiering work. The Customer Support Specialist may be assigned administrative support work by the Administration and Finance Department and assist with special customer service projects in various departments as assigned.

Job Duties

- Provides outstanding customer service.
- Receives and greets customers at Village Hall with enthusiasm and professionalism, answers the Village's main telephone line, responds to e-mails from the Village's general information, retrieves and responds to the Village's general voicemail.
- Answers questions from customers to the greatest extent possible and assists with connecting the customer with other Village staff or outside organizations when necessary to provide information or assistance.
- Performs cashiering and payment processing for a variety of payments accepted at Village Hall, maintains an accurate cash drawer by using proper cash handling procedures.
- Sorts and distributes mail at Village Hall.
- Performs general administrative support work, such as filing, ordering supplies, creating purchase requisitions and processing invoices for payment, and may be required to assist with administrative support during emergencies.
- Assists with seasonal customer service projects in various departments or other special projects as assigned.
- Performs other duties as assigned.

Physical Requirements

- While performing the duties of this position, the employee is frequently required to sit; talk or hear; stand, walk; use hands to finger, handle or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to stoop, kneel, crouch, lift and use a footstool. Must be able to tolerate fluctuations in temperature while performing duties outside for an extended period of time.
- The employee must lift and/or move up to 25 pounds. Specific vision abilities required by this position

include close vision, color vision, and the ability to adjust focus.

Requirements - educational, certifications and experience

- **Related Work Experience:** Less than one year
- **Formal Education:** Coursework in accounting, data entry, and information systems.
- Strong customer service skills
- Strong attention to detail
- Ability to acquire and apply thorough knowledge of Village and department policies and procedures.
- Ability to communicate effectively orally and in writing
- Ability to exercise sound judgment in carrying out assignments and applying Village policies.
- Strong technology skills including the use of a personal computer, tablet device, smart phone and associated software programs, including word processing, desktop publishing, spreadsheet and data base software; phone; copy machine; fax machine and other modern office technology.