



## **JOB POSTING # 19-045**

# **PART-TIME CUSTOMER SERVICE REPRESENTATIVE**

Fire Department

**HOURLY RATE: \$ 10.61**

**OPEN UNTIL FILLED**

The City of Kingsville is accepting applications for a **Part-Time Customer Service Representative** in the Fire Department. Under general supervision of the Fire Chief responsible for performing administrative and technical duties to assist the department director, department personnel and the public.

**Essential Duties:** Performs administrative and clerical work including filing, typing and organizing. Assists in maintaining record systems including the creation, receipt, storage, retrieval and dispositions of City documents. Prepares correspondence, statements, memorandums, charts and other materials. Greets customers, furnishes information to public and routes citizen complaints. Receives and screens office visitors and telephone calls. Gathers statistical data for report preparation purposes. Opens, sorts and distributes department mail. Picks up and delivers documents and supplies. Enters dates in approved emergency/inspection software. Issues permits, certificates and licenses as authorized. May operate radio. Performs other additional duties as required/assigned.

**Training, Experience, and/or Other Requirements:** Two years clerical experience involving public contact. Ability to work under pressure and to interpret and apply both written and oral instructions. Knowledge of general office procedures. Proficient with Microsoft Excel and Word is required. Must be able to communicate effectively and courteously with city employees and the public.

**Employee Behavior and Conduct:**

City employees shall conduct themselves in a professional manner and shall exhibit and extend such professional conduct appropriate for the circumstances to those with whom they come into contact both internally and externally during the performance of their duties. Examples of professional conduct include, but are not limited to, being communicative, informative, fair, honest and respectful.

All City employees are required in the course and scope of their employment to provide services for the benefit of the general public during emergency situations that threaten the safety of Kingsville's citizens. City employees must be able to work immediately before, during, and/or immediately after an emergency.

All positions require the following: 1) High School diploma or equivalent, 2) valid driver's license 3) satisfactory driving record and 4) proof of citizenship and/or eligibility to work in the U.S. legally. The successful applicant will be required to take and pass a pre-employment drug screen and background investigation.

Applications available at City of Kingsville-Human Resources, 400 W. King Avenue, Kingsville, Texas 78363. For more information call 361-595-8017, visit [www.cityofkingsville.com](http://www.cityofkingsville.com) or e-mail [hadmin@cityofkingsville.com](mailto:hadmin@cityofkingsville.com) AA/EOE.

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