



The Village of Jones Creek is accepting applications for the position:

Full Time Front Desk Clerk

Applications may be submitted in person at the following address:

7207 Stephen F. Austin, Jones Creek

Or by email at: jc.cityhall@coastal-link.net

The Front Desk Clerk will be responsible for the daily operation of the front desk including welcoming guests, answering phones, cash handling, filing and processing payments, assisting with multiple departments, good working knowledge of current and upcoming events, and to ensure proper protocol is followed while delivering outstanding customer service.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The statements below are intended to describe the general nature and level of work being performed by individual(s) assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified in this position. The position description is subject to change as needed. Guidance and training will be provided.

- Performs routine clerical duties to include filing and data entry.
- Customer Service, greets and assists customers and residents over the phones, routes calls to the appropriate person or department, takes detailed messages; responds to inquiries.
- Process and assist with new and active trash service accounts, processing trash payments.
- Assists with processing permits, scheduling inspections, and correspondence as directed.
- Assists with maintaining records for incoming court filings and collection of court fees.
- Provide knowledgeable information to citizens and respond effectively with other departments.
- General maintenance in an office environment, Maintain a clean and sanitary facility, keep non-public areas secure at all times.

MINIMUM QUALIFICATIONS

- High school diploma or equivalent; AND two (2) years of customer service or clerical experience, preferably within a municipal government; OR an equivalent combination of education, training, and experience.
- Use of computer applications required (e.g., email, spreadsheets, word processing, and Microsoft Office).

* **Bilingual a plus.**

* **Pay based on experience and qualifications.**