

Administrative Assistant II

JOB TITLE:

Customer Service Coordinator

DEPARTMENT: Bonner County Planning Department
SUPERVISOR: Director
SUPERVISION EXERCISED: None
Wage Grade 8
EXEMPT STATUS : Non - Exempt
Original Date: 4/2018

JOB SCOPE

Summary: The primary purpose of this position is to provide an outstanding level of advanced customer service for all individuals visiting the Planning department in person, online or by phone. This position receives and routes all incoming calls, mail and general email to the proper planning staff and maintain a well-organized flow of customer traffic ensuring needs are addressed in a timely manner.

Other Information: The Customer Service Coordinator provides general clerical and receptionist functions to the Planning department. Work involves a variety of regular and recurring situations where some judgment may be required to apply standard practices and decision-making within clearly defined parameters. Works under direct supervision of the Planning Director. Communicates heavily with others within the department, and regularly with customers of the Planning Department. Work has a moderate but distinct impact on the operations of the Planning Department where errors may reduce divisional efficiency. Work is typically performed indoors in an office environment. Typically involves low intermittent stress during periods of heavy activity. Regular travel is not typically a part of the job.

ESSENTIAL FUNCTIONS

The essential functions include, but are not limited to, the following duties and responsibilities that are not listed in any particular order of priority and may be amended or added to by the County at any time:

1. Greets people in person at the front desk or over the phone. Answers inquiries' regarding services provided, and directs callers or visitors to the appropriate resource or individual for inquiries that go beyond the job scope or knowledge of the employee. Takes and routes messages appropriately for employees absent or unavailable.
2. Performs a variety of clerical duties for the Planning Department including responding to requests for information or other correspondence, standard memos and letters, reports, notifications, etc. as directed.
3. Maintains professional and effective working relationship with other employees, the public, clients and other agency professionals.
4. Maintains and creates project files to document written and oral information as needed throughout the office. Updates and otherwise maintains files as needed. Scans documents and files them in the digital files as required.
5. Schedules appointments for Planners and the Director as directed. Meets all visitors/clients and directs them to the proper office.
6. Monitors all traffic through the office including coming and going of clients for safety issues. Greets individuals with a variety of dispositions and in difficult situations with the

potential to become or be angry, agitated, under the influence of alcohol or illegal substances, and/or suffer from mental health issues and respond appropriately to summon the necessary assistance without further agitating the individual.

7. Mails out all building, zoning, and floodplain violation correspondences and forwards them to the Prosecutor's office.
8. Runs approval expiration report for permits and land use files and mails out notices including time extension information.
9. Screens incoming calls, mail and public contacts to evaluate and direct inquiries. Distributes all incoming mail ensuring that all Planners have access to pertinent project mail, reports and related documents.
10. Demonstrates a professional and positive representation of the Planning Department.
11. Post redacted BLPs to the department website.

SECONDARY FUNCTIONS

1. Scans land use files to the proper digital file storage location.
2. Performs all other duties as assigned.

JOB SPECIFICATIONS

1. Sufficient combination of knowledge, skills and abilities so as to competently perform the essential functions of the job. High school diploma or equivalent required.
2. Three-years customer service and clerical experience or other related experience as needed to perform the essential functions of the job.
3. Must have a clear understanding and knowledge regarding confidential requirements related to project files and information contained therein during working and non-working conditions.
4. Knowledge of clerical duties and functions as applied to a general office environment.
5. Ability to accurately and proficiently type at or 50 wpm using standard keyboards and personal computers.
6. Must possess the ability to multi-task and prioritize while working with several other people at one time in a fast-paced environment.
7. Must possess good organizational, telephone and communications skills.
8. Must possess good work habits and the ability to perform set instructions as directed.
9. Ability to follow directions, work in an effective and professional manner and develop effective working relationships with co-workers, supervisor, and general public.
10. Ability to use a variety of general office equipment including, but not limited to, personal computers, related software, telephones, fax machines, printers, copiers, and transcription machines, etc. Also includes Microsoft Office, Outlook, and CMS.
11. Ability to perform general math and reading skills as needed to perform the essential functions.
12. Ability to communicate effectively, both orally and in writing.
13. Ability to develop and maintain harmonious working relationships with others, both inside and outside the organization.

WORKING CONDITIONS

1. Ability to perform those physical activities necessary to complete the essential functions of the job, either with or without reasonable accommodation. Requires continual communication (hearing and talking) and standing; frequent fingering, grasping, walking, and repetitive motions. Requires good general vision and hearing.

DISCLAIMER

This job description is not an employment agreement or contract and management reserves the right to modify when necessary per Bonner County policy. Bonner County is an At Will employer.

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I have reviewed and agree this Job Description accurately reflect the current responsibilities of my position. I also acknowledge that it will be placed in my Personnel File.

Signature: _____ Date: _____

Please Print Name: _____