



**Millcreek  
Job Posting  
INFORMATION CENTER MANAGER  
Hiring Range: \$22.00/Hour - \$26.00/Hour  
Highly Competitive Benefit Package**

Posted: January 14, 2019

Posting Closes: January 31, 2019

**JOB SUMMARY**

Under general supervision, incumbent performs a variety of advanced-level customer service and complex technical support to the citizens and staff of Millcreek involving telephone business systems equipment and city offices reception. Oversees regular customer service provided by the City.

**POSITION(S) SUPERVISED**

Information Center Agent(s)

**ESSENTIAL JOB FUNCTIONS**

1. Meet performance standards established with the employee's manager.
2. Job attendance is required, except for authorized leave.
3. Greet the public; respond to requests for information and provide factual information related to City services, programs, and general policies, practices and procedures; provide walk-in patrons with requested forms, publications and other informational materials; take payments both over the phone and in-person, provide appropriate receipts/confirmation numbers.
4. Process business license renewals according to City code and policy as required.
5. Process incoming mail; investigate and correct returned mail.
6. Oversee the day-to-day process of answering and directing the City's main phone line and handling escalated calls in a courteous manner.
7. Plan, organize, direct, and oversee the management of the information center. Instruct and train employees on the proper customer service etiquette and required skills of their position.
8. Maintain appropriate staffing levels to handle foreseeable call volumes.
9. Assist in development and administering of the division budget; monitor expense accounts to comply with budget allocations.
10. Provide necessary training to staff to ensure accurate information, polite service, and ownership of calls.
11. Meet with assigned supervisor to discuss areas of concern, interest, improvement, or other such areas; keep supervisor informed of major developments and issues; attend mandatory meetings as assigned.
12. Use good judgment when helping citizens to decide how an issue should be resolved and who needs to be involved with its resolution.

13. Generate reports to relay pertinent information back to the appropriate departments.
14. Notice trends in problem calls and look for ways to proactively avoid future problems.
15. Hold staff meetings as needed and communicate pertinent information in a timely manner.
16. Participate in the preparation and completion of employee performance reviews.
17. Perform other duties as assigned.

### **MINIMUM QUALIFICATIONS**

1. Education and Experience:
  - a. Graduation from high school; Associates degree preferred.
  - b. Three (3) years of responsible experience related to customer service duties.
2. Special Qualifications:
  - a. Experience in government service preferred.
  - b. Licensed in the State of Utah as Notary Public or ability to obtain license within (6) months.
3. Knowledge, Skills, & Abilities:
  - a. Knowledge of general office maintenance and practices; operation of computer in utilizing various software programs related to Word and Word processing, spreadsheet and database management; operation of standard office equipment; basic mathematics and accounting; interpersonal communication skills and telephone etiquette.
  - b. Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
  - c. Ability to operate a personal computer and Microsoft products (specifically Word, Outlook, and Excel).
  - d. Ability to communicate effectively with irate customers; maintain strict confidentiality related to sensitive administrative information; develop effective working relationships with supervisors, fellow employees, and the public.
  - e. Ability to perform the overall advanced functions of the Information Center to include assisting the public, cash receipting, responding properly to customer complaints, and directing or answering incoming calls correctly with no supervision.
  - f. Ability to maintain a professional and pleasant demeanor.
  - g. Ability to demonstrate keyboard skills with accuracy.

### **WORKING CONDITIONS**

1. **Environment:** Work is performed primarily in a standard office environment. Light physical effort and usually comfortable working positions.
2. **Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.
3. **Vision:** See in the normal visual range with or without correction
4. **Hearing:** Hear in the normal audio range with or without correction.
5. **Attendance/Work Schedule:** Employee is expected to be in the city offices during normal business hours Monday through Friday.

**Application Process:**

Interested applicants should submit a resume with cover letter and references to:

Millcreek Human Resources

Attn: Laurie Johnson

3330 South 1300 East

Millcreek, UT 84106

**OR**

[ljohnson@millcreek.us](mailto:ljohnson@millcreek.us)

**Final candidate must be able to pass background check and pre-employment drug screen.**

Millcreek is an equal opportunity employer *without regard to age, marital status, color, disability, national origin, sex, sexual orientation, gender identity, race or religion.*