



MILLCREEK

Millcreek Job Posting **INFORMATION CENTER TECHNICIAN**

Hiring Range: \$15.00 - \$18.00 per hour
Competitive Benefit Package

Posted: July 26, 2019

Posting Closes: August 9, 2019

JOB SUMMARY

Millcreek, Utah's newest city is hiring an INFORMATION CENTER TECHNICIAN to work under the direction of the Information Center Manager. The Information Center Technician answers and directs incoming telephone calls and performs a variety of routine clerical duties as needed to provide support to the citizens and staff of Millcreek.

POSITION(S) SUPERVISED

This position has no supervisory responsibilities

TYPICAL DUTIES

1. Meet performance standards as established with the employee's supervisor.
2. As the "face of the City," this position requires the ability to communicate calmly, efficiently, and with enthusiasm.
3. Greet the public; respond to requests for information and provide factual information related to services provided by Millcreek.
4. Receive, respond to and direct incoming telephone calls.
5. Assist City patrons at "Self-Help Computer Kiosks" as needed.
6. Generate work orders and other appropriate documents to address citizen concerns.
7. Provide cashiering duties as needed to support business license, the building department, and the planning & zoning department.
8. Perform general administrative functions as needed to assure office efficiency and effectiveness.
9. Perform other duties as assigned.

MINIMUM QUALIFICATIONS

1. Education and Experience:
 - a. High School diploma or G.E.D.
 - b. Two (2) years of experience performing above or related duties.
2. Special Qualifications:
 - a. Valid Utah Class D Driver's License required.

3. Knowledge, Skills, & Abilities:
 - a. Must be punctual.
 - b. Considerable knowledge of modern office practices and procedures; of grammar, spelling and punctuation; of modern filing systems related to alphabetical and numeric files; telephone etiquette, various office machines, i.e., copy machine, etc.
 - c. Ability to operate a personal computer and Microsoft products.
 - d. Ability to exercise initiative, independent judgment, and to act resourcefully under varying conditions; communicate effectively verbally and in writing.
 - e. Ability to establish and maintain effective working relationships with fellow employees, elected officials, and other agencies of the public.
 - f. Ability to work with the public and city staff in a busy and often stressful environment with a professional and positive approach; skill in the art of diplomacy and cooperative problem solving.

WORKING CONDITIONS

1. **Environment:** Work is performed primarily in a standard office environment; incumbents may be required to work extended hours. 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; to travel to other locations using various modes of private and commercial transportation; 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:** Employee is expected to be in the city offices during normal business hours Monday through Friday. **Must be punctual.**

Application Process:

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

Millcreek Human Resources
Attn: Stephanie Hampton
3330 South 1300 East
Millcreek, UT 84106

OR

shampton@millcreek.us

Final candidate must be able to pass background check and pre-employment drugscreen.

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