

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

Associates degree or equivalent in public relations, marketing, or business, four years of progressively responsible customer service experience, at least one year of which includes experience working with high level officials and managers in the area of customer service, and making financial account adjustments; or, any combination of education, training and experience which provides the required knowledge, skills and abilities required for the job.

Licenses and Certifications:

None.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

Administrative policies and procedures related to the area of assignment.

Modern office methods, procedures, equipment, business letter writing, e-mail, and standard customer service techniques.

Word processors or computers.

Techniques of effective time management.

Correct English usage, including spelling, grammar, punctuation, and vocabulary.

Accounting principles and practices.

Record keeping, report preparation, filing methods, and records management techniques.

Skill in:

Communicating clearly and effectively with others, orally and in writing.

Dealing courteously and diplomatically with the general public.

Typing complex documents containing numeric information or technical terminology.

Using computers to enter and retrieve information.

Operating general office equipment.

Compiling, composing, and maintaining reports.

Understanding and carrying out complex written and oral instructions.

Mental and Physical Abilities to:

Handle situations in which others may be angry or argumentative.

Establish and maintain effective working relationships with others.

Attend night meetings or hearings, when required.

Perform duties while sitting at a desk or table or while intermittently sitting, standing, or stooping.

Occasionally lift light objects.

Working Conditions:

Work is performed in an office.

Work exposes the employee to automobile exhaust fumes.

