

## PUBLIC SERVICE SPECIALIST—PUBLIC WORKS

Reports To: Director of Public Works	Department: Public Works
FLSA Classification: Non-Exempt	Grade: 9

### **JOB SUMMARY:** (What is done and why.)

The Public Services Specialist is the first point of contact for citizens and the general public contacting the Department of Public Works. This position will welcome and visitors and aid them in requests, including forms and applications. The specialist will provide exceptional customer service and accurate and timely work products.

### **ESSENTIAL FUNCTIONS:** (Majority of duties, but not meant to be all-inclusive nor prevent other duties from being assigned as necessary.)

- Answers inquiries and requests from the public by phone and in person; provides routine information; makes referrals as necessary. Makes contact with department personnel to handle identified work orders.
- Manages work order system and department paperwork, including correspondence, personnel records, incident/injury reports, inventory, and insurance.
- Works collaboratively with Finance Office to ensure accurate cash receipts and deposits, as well as accounts receivable and billing records.
- Frequently interacts with other city departments, utility companies, contractors and the general public in an effective manner.
- Issues a variety of permits and collects fees in accordance with city rules and regulations, assists permit applicants with questions and information and keeps accurate records of same. Tracks cemetery updates and sale of lots as necessary.
- Maintains detailed equipment usage records and accurately assigns to projects.
- Manage gasoline and fuel system to include maintaining records of all fuel used, billing and ordering fuel.
- Assists with grant administration and tracking budget expenditures.
- Issues purchase orders to suppliers and tracks same to ensure orders are fulfilled. Orders necessary material for crews, including salt.
- Serves as base radio dispatcher, receives and dispatches calls for various department of public works services, addresses requests for information and coordinates department field activities as directed.
- Maintains registration for all Public Works vehicles and keeps records and confidential information related to employees' holding required CDL license.
- Work with Director of Community Engagement to share department news and alerts with the community and media.

### **KNOWLEDGE AND EXPERIENCE:**

(Minimum education, experience, technical and communication skill levels and licenses/certificates normally required to perform the duties of this position.)

1. High school graduation, supplemented by courses in clerical or business skills, three years experience working in an office setting, dealing with the general public; or any equivalent combination of education and experience

2. Demonstrated ability to type accurately and use computers.
3. Demonstrated ability to collect data and maintain accurate and complete records.
4. Demonstrated ability to maintain confidentiality of department related information including personnel records, bid proposals, etc.
5. Demonstrated ability to work effectively with the general public, vendors and department personnel, including providing customer service and maintaining patience with frequently irritated or upset citizens.
6. Demonstrated ability to communicate effectively verbally and in writing.
7. Demonstrated ability to operate a two-way radio.
8. Basic knowledge of bookkeeping and accounting practices.
9. Ability to understand and follow written and oral instructions.
10. Social media experience, general internet experience.

**WORKING CONDITIONS:** (Typical working conditions associated with this type of work and environmental hazards, if any, that may be encountered in performing the duties of this position.)

**Internal** - Internal work may include occasional work performed in climate controlled office environment, where exposure to conditions of extreme heat/cold, poor ventilation, hazardous fumes and gases is limited. Noise level is moderate and includes sounds of normal office equipment (computers, telephones, etc.). No known environmental hazards are encountered in normal performance of internal job duties.

**External** - Limited external work may be required on occasion with limited exposure to hazardous conditions. Occasional exposure to inclement weather conditions may be required.

**PHYSICAL DEMANDS:** (The physical effort generally associated with this position.)

Work involves standing and walking for brief periods of time, but most duties are performed from a seated position. There is potential for eyestrain from reading detailed materials and computer screen. Extreme weather conditions or other emergencies requiring a department response or engagement may cause increased stress levels. Work may include occasional pushing, pulling, or carrying objects weighing of approximately 40 pounds such as files, documents, and some equipment. Work normally requires finger dexterity and eye-hand coordination to operate computer keyboards at a moderate skill level. Repetitive motion injuries may occur.

**SUPERVISED BY:**

Supervision is received from the Director of Public Works.