

COLLIER COUNTY, FLORIDA CLASSIFICATION SPECIFICATION

CLASSIFICATION TITLE: COMMUNITY SERVICES ASSISTANT

PURPOSE OF CLASSIFICATION

The purpose of this classification is to provide customer service to visitors and residents at the satellite Government Services Center for all County Manager Agency services. Work involves receiving and assisting callers and visitors, providing information and explaining policies and procedures on a wide variety of topics; collecting/processing payments and applications; using multiple, diverse software applications, and performing a variety of routine clerical duties. This position's responsibilities will be carried out with minimal supervision.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Receives and assists visitors and/or customers; provides information and/or directs visitors to appropriate department. Provides information regarding the programs of multiple department throughout the County; explains procedures; receives applications, payments, requests and/or complaints; takes messages; schedules conference rooms or meetings and researches and provides information from departments' databases, procedures manuals or records as requested.

Performs financial and non-financial transactions on multiple software applications utilized through the County Manager's Agency.

Receives and processes financial documents for assigned accounting functions (i.e. utility bills, membership fees, etc.); reviews documents to ensure accuracy.

Establishes, enters and maintains accounting information in various divisional automated information systems; posts information and performs data entry for accounting transactions. Retrieves data for reports and/or records. Maintains files and records, such as cash transaction and operational files.

Establishes and maintains automated files and databases, including infrastructure knowledge database, by maintaining continual contact with all represented divisions and assuring complete, accurate and current information exists.

Accepts and posts payments for utility billing, membership fees, purchase of County event tickets, etc. Prepares receipts for citizen, logs/records related information such as customer name, date received or dollar amount, and submits payment to appropriate department. Reconciles daily cash transactions. Processes orders for additional garbage and/or recycling bins at the request of the customer.

Provides forms, applications, receipts or other documents to visitors/customers upon request. Assists customers with completing forms for multiple County programs.

Prepares correspondence, letters, progress reports, and memos; types and completes forms and other documents. Issues items such as beach permits, library cards and pet licenses. Prepares and/or maintains department resources such as maps, knowledge database, job postings, department newsletters, etc.

Schedules, updates and arranges for viewing all media forms on the new Digital Signage system. Receives and distributes incoming mail. Prepares outgoing mail. Makes photocopies of documents; distributes and/or faxes documents upon request.

Works with the Facilities Management Department to ensure that the satellite office is safe, clean, and pleasing to the other agency employees and customers.

Operates a personal computer, telephones, copiers and other general office equipment as necessary to complete essential functions, to include the use of word processing, spreadsheet, database and multiple other software programs.

ADDITIONAL FUNCTIONS

Performs other related duties as required. Expansion of service type is anticipated.

In the event of a declared state of emergency, employees in this classification may be called to work during days or hours other than those for which they are regularly scheduled.

MINIMUM QUALIFICATIONS

High school diploma or GED; supplemented by three to five years of customer service experience; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Must be knowledgeable of all the divisions and departments within the Collier County Manager's Agency to address citizen inquiries or knowledge of County services. To reflect the changing demographics of our constituents, multi-lingual applicants are encouraged to apply.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to provide assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations. Also requires the ability to manage oneself, and work well with co-Community Services Assistant, with minimal supervision.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form. Will have to exercise independent judgment.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

Usually these areas are left blank unless you would like some language inserted.

Leadership:**Customer Service:****Financial Accountability:****ADA COMPLIANCE**

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements: Some tasks require the ability to perceive and discriminate sounds and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

Collier County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.