City of Council Bluffs

Job Description

Public Works Customer Service Specialist

Department: Public Works
Supervisor: Operations Director
Location: Operations
FLSA Status: Non-Exempt
Prepared By: Mallory Davis, Recruiter
Prepared Date: April 2020
Union: CWA
Pay Grade: 16

Summary: An employee in this class is responsible for the planning and organization of the Public Works Information Team in the intake, processing, and analysis of the service related information systems; serves as a central point of communication within the Public Works Department; and provides service to customers as well as providing clerical and administrative support functions to office personnel.

Essential Duties and Responsibilities:

- Performs customer service and clerical support duties for the Public Works Information Center
- Assists with organization and planning functions of the Public Works Customer Service Team
- Answers department telephone calls; receives and greets visitors to the department; and provides information to callers and visitors
- Follows up on complaints from customers involving gathering information from several City, Departmental, and intra-Departmental sources
- Dispatches information to key Public Works personnel, as necessary
- Responds to citizens' questions and comments in a courteous and timely manner
- Communicates and coordinates regularly with Department team leaders and others to maximize the effectiveness and efficiency of interdepartmental operation and activities
- Coordinates with other City Departments in implementing events that may affect traffic disruptions
- Prepares correspondence, lists, and other documents on computer
- Gathers, assembles, updates, distributes, and/or files a variety of information, forms, records, and data, as requested

- Provides regular updates to the Public Works website pertaining to snow removal, road construction, and other traffic disruptions and makes these resources readily available to the public
- Receives and assures customer requests to repair infrastructure deficiencies are processed and managed through completion
- Provides appropriate assigning of service requests, tracking, and managing of requests utilizing the current asset management/work order system
- Attends meetings, conferences, workshops, training sessions, reviews publications, and reviews audio-visual materials to become and remain current on principles, practices, and new developments in assigned work areas
- Regular and predictable attendance is required
- Other duties as assigned

Supervisory Responsibilities:
This job has no supervisory responsibilities.

Qualifications:
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:
- Associate's Degree in Public Works, Construction, or a related area of study
- Minimum of four (4) years of customer service experience
- Any equivalent combination of education and experience which provides the required knowledge, skills, and abilities necessary to perform the work.

Certificates, Licenses, Registrations:
- Valid Driver's License

Physical Demands:
- While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and see, talk, and hear.
- The work environment is an office setting that is normally quiet.

Other Skills and Abilities:
- Thorough knowledge of current practices and procedures involved in customer service
- Thorough knowledge of Public Works services, policies, construction programs, and processes
- Thorough knowledge of the names and locations of principal streets and buildings within the City of Council Bluffs
- Thorough knowledge of modern office procedures, practices, and equipment
- Ability to deal with a wide range of persons, including situations in which individuals may be upset over some issue involved with City activities and policies

- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical language
- Ability to understand and follow oral and/or written policies, procedures, and instructions
- Ability to prepare and present accurate and reliable reports containing findings and recommendations
- Ability to operate a personal computer using standard or customized software applications appropriate to assigned tasks
- Ability to understand and process information from Advanced Vehicle Location software and the City's GIS mapping systems
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology
- Ability to maintain effective interpersonal relationships with the public and City staff