



# Support Specialist I

## Job Description

### JOB INFORMATION

Job Family	Administrative Services
Sub-Family	Clerical Support
Job Title:	Support Specialist I
Job Code:	80081
Alternate Title	Administrative Assistant / Front Desk
Version Date:	6/2/2022 1:59:29 PM
Salary Grade:	18.00 - 20.00 per hour
Category	Administrative
Department:	Town Hall
FLSA Classification:	Non-Exempt
EEO Code:	Administrative Support Workers
Job Level:	Individual Contributor

### JOB SUMMARY

Serves residents by verifying understanding of request for utility and permit service; answering questions; offering assistance; recording requests; forwarding to appropriate contact; receiving and recording payments; identifying billing problems; explaining procedures; forwarding required adjustments.

#### Essential Functions

Essential Function	% TIME
Initiates customer service requests by recording requests; forwarding to appropriate department.	30%
Collects revenue by receiving and recording payments.	30%
Provides information to customers by verifying understanding of request; answering questions; offering assistance.	10%
Contributes to customer service and organization success by welcoming related, different, and new requests; helping others accomplish job results.	10%
Resolves billing problems by identifying the problem; explaining procedures; forwarding required adjustments.	10%
Improves quality results by evaluating processes; recommending changes.	5%
Improves customer service job knowledge by attending training sessions.	5%

### QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below 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

High School Diploma	Preferred	Or
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#### Work Experience

2 years or more	related experience or combined education/certification/experience considered	Preferred
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#### Skills

Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.	Medium
Passion for delivering top customer service with focused attentiveness and responsiveness to customer needs	High
Identifying problems and reviewing related information to develop and evaluate options and implement solutions.	Medium
Ability to use office equipment such as fax machine, scanner, copier, phone	Medium
Analytical thinking skills to solve routine problems using common sense	Medium

## Skills

Demonstrated ability to work independently to accomplish required work to completion within the required timeframe Medium

## PHYSICAL DEMANDS/WORKING CONDITIONS

### Physical Demands

Physical Demand	NA	Rarely	Occasionally	Frequently	Constantly	Weight
Reading					X	
Carrying			X			20 lbs
Climbing Stairs		X				
Crouching				X		
Grasping			X			
Grip			X			
Handling			X			
Kneeling			X			
Pinch		X				
Pulling		X				20 lbs
Pushing		X				20 lbs
Lifting			X			20 lbs
Reaching		X				
Vision					X	
Repetitive Motions				X		
Sitting				X		
Standing				X		
Walking				X		
Stooping			X			

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions*

### Working Environment

Working Condition	NA	Rarely	Occasionally	Frequently	Constantly
Extreme cold			X		
Extreme heat			X		
Humidity			X		
Wet			X		
Noise			X		
Hazards			X		
Temperature Change			X		
Atmospheric Conditions			X		
Vibration			X		
Other	X				

### Valid Driver's License Required

Yes/No	Reason for Drivers License
Yes	Employee's are required to have a drivers license for operating Town equipment or vehicles

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

## Functional Competencies

<i>Competency</i>	<i>Level</i>	<i>Competency Description</i>
Analytical Thinking	1. Entry	Uses basic logic and common sense to arrive at solutions.
Managing Change	1. Entry	Implements changes provided by management.
Problem Solving	1. Entry	Completes routine and repetitive tasks where tasks are straightforward.
Leadership Skills	1. Entry	Does not manage employees, but may mentor and/or train subordinates.
Influence	1. Entry	Gains support for ideas within the team.
Company Knowledge	1. Entry	Understands his/her own job and how the role interacts with his/her team.
Functional Knowledge	1. Entry	Knowledgable about his/her specific job.
Communication Skills	2. Novice	Advanced communication skills involving complicated topics.
Job Impact	2. Novice	Work team and other connected work teams.

## SCOPE

### Freedom To Act

Works is accomplished with moderate supervision. Follows established and detailed directions. Work is reviewed for accuracy and overall adequacy.

### Problem Complexity and Problem Solving Timeframes

Provides resolution to problems that are readily identifiable with limited scope and are resolved in accordance with standard practices, procedures, applications or routines. Problem/Task resolution timeframe: The majority of tasks typically take one to two days to resolve.

### People Management

<i># Direct Resources Managed</i>	<i># Indirect Resources Managed</i>

### Impact

Failure to achieve results or erroneous judgments may require the allocation of additional resources to correct and / or achieve goals.

### Contact with Others

Frequently inter-organizational and outside customer / vendor contacts. Part of a team who represents the organization. Monitors activities and communicates information across the organization

### Financial Responsibility

Total Financial Responsibility	The incumbent does not currently have budgetary responsibilities
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## COMPENSATION

<i>Salary Max</i>	\$20
<i>Salary Midpoint</i>	\$19
<i>Salary Min</i>	\$18

The statements contained in this job description reflect general details as necessary to describe the principal function of this job, the level of knowledge and skill typically required, and the scope of responsibility. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or provide relief, to equalize peak work periods or otherwise to balance the workload.

The Town of Kremmling is an Equal Opportunity Employer, and it is the equal opportunity employment policy of the Town to make all recruitment, hiring, and placement decisions, as well as other employment decisions on the basis of the qualifications of the individuals considered for the position to be filled, without regard to race, religion, color, age over 40, sex, sexual orientation, gender identity, gender expression, or national origin, disability, military status, genetic information, or any other status protected by applicable state or local law.

All applicants must be physically able to perform the essential job functions outlined above with or without reasonable accommodation. To Apply: Email application and resume to [manager@townofkremmling.org](mailto:manager@townofkremmling.org). Applicants will be reviewed as resumes are received. This posting can close at any time