



## Town of Kremmling

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Kremmling is located in beautiful Colorado mountain community with access to a variety of amenities. Our community boasts rustic appeal and is surrounded by wide-open public lands and breathtaking mountain views. Our community enjoys access to motorsports, fishing, hunting, hiking, camping, fishing, boating, and more. Kremmling is located within an hour of Silverthorne, Steamboat Springs, Breckenridge, and Winter Park. The ideal candidate is one who enjoys serving the community in a small-town mountain environment.

### **Job Title: Support Specialist III**

**Keywords:** Deputy Town Clerk / Administrative Support / Customer Service

**Reports To:** Town Manager

**FSLA:** Non-Exempt (Full Time)

**Salary Range:** \$41,600 - \$50,000

### **Benefits**

Full-time non-exempt employees are eligible for benefits. Benefits include health insurance, dental, vision, MASA, retirement plan, paid holidays, and paid time off.

### **Summary**

The Town of Kremmling is seeking to fill a Full-Time Support Specialist III position. This role supports the Town Manager by planning, organizing, and implementing administrative systems and services; maintaining communications systems and supplies; supervises front desk; purchasing supplies; maintaining equipment; organizing and controlling special projects; assisting with managing staff schedules. Special projects include assistance with Town Clerk duties such as extensive records search and detailed application processing.

### **Essential Job Functions:**

#### **Customer Service**

- Greets a variety of internal and external customers; screens and handles matters, independently in response to policies, procedures, and activities of the department; refers to appropriate individual as necessary or arranges an appointment with the appropriate party. Interfaces with town staff and community members and is expected to utilize diplomacy, communication, and conflict management skills and maintain critical, sensitive, and confidential information at all times
- Answers phones and routes callers to appropriate source; responds to general inquiries as needed; provides general information to employees and citizens. Assists with the daily administration of the Department such as opening and routing mail, making and distributing copies of departmental documents, and performing receptionist duties
- Acts as department contact to other departments for coordination and resolution of administrative issues

#### **Document Management**

- Maintains records to include preparing, processing, and auditing documents into the Towns's digital filing system
- Maintains central repository of department files and records in accordance with official records retention

policy

- Processes and inputs various databases
- May provide basic training and information for department staff on use of office technology and relevant software
- Assists with special projects/events, may also serve on committees
- Flexibility is required as this position may be required to work evenings, weekends, and holidays or may need to provide coverage for departmental staff
- Prepares correspondence, reports, newsletters, and supporting documents as requested

#### Knowledge, Skills, and Abilities

- Proficiency with Microsoft Office including Word and Excel
- Collects revenue by receiving and recording payments.
- Outstanding written, verbal, problem solving, and organization skills.
- Ability to perform work in an accurate and efficient manner without supervision
- Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions
- Ability to use office equipment such as fax machine, scanner, copier, phone
- Analytical thinking skills to solve complex problems using common sense
- Demonstrated ability to work independently to accomplish required work to completion within the required timeframe
- Skill in organizing, prioritizing, and managing multiple and competing tasks
- Knowledge of general office practices and procedures

#### Experience, Knowledge, Skills:

#### **Support Specialist III**

#### Minimum Qualifications/Acceptable Equivalency:

- High school diploma or GED equivalent
- Three years' experience working in customer service-oriented office environment
- Proficiency with Microsoft Office including Word and Excel
- Outstanding written, verbal, problem solving, and organization skills
- Notary Certification or ability to obtain certification within six months of hire

**OR**

**Any combination of related education, experience, certifications, and licenses that will result in a candidate successfully performing the essential functions of the job**

#### Working Conditions

- Flexible work schedule available
- Frequent contact with employees and the public, both in person and on the telephone
- Requires ability to perform multiple tasks at one time with frequent interruptions
- Work is performed with extended periods of time at a fixed station
- Work is safe to having minimal hazards that are typically found in a general office environment where there is rarely little or no exposure to injury or accident
- Frequent sitting and talking or hearing customers
- Operate standard office equipment requiring continuous or repetitive hand/arm movements
- Vision enough to interpret computer screens and documents to assist the public and complete work assignments; specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus

- Occasional light to moderate physical effort that includes stooping, kneeling, crouching, crawling; frequent standing or walking; frequently lifting and/or moving up to 10 pounds and occasionally lifting and/or moving up to 20 pounds; maintaining arms and hands in the same position for repetitive tasks and frequently working with light objects and light hand tools
- Extensive computer work primarily performed at a desk

#### Conditions of Employment

- Must pass criminal history check.
- Must pass motor vehicle records check.

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, sex, or national origin, sexual orientation, gender identity, gender expression, disability, military status, genetic information, or any other status protected by applicable state or local law.

All applicants must be able to perform the essential job functions outlined above with or without reasonable accommodation.

**To Apply: Email cover letter 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.**