



## 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 I**

**Keywords:** Administrative / Clerical / Customer Service

**Reports To:** Town Manager

**FSLA:** Non-Exempt (Full Time / \*Part Time)

**Hourly Range:** \$18.00 - \$20.00

### **Benefits**

Full-time non-exempt employees are eligible for benefits. Benefits include health insurance, dental, vision, MASA, paid holidays and paid time off. Part-time non-exempt employees accrue paid time off but are not eligible for benefits at this time.

### **Summary**

The Town of Kremmling is seeking to fill a Part-Time and Full-Time Support Specialist positions. This role serves residents by verifying understanding of request; answering questions; offering assistance; recording requests; forwarding to appropriate contact; receiving and recording payments; identifying billing problems; explaining procedures; forwarding required adjustments.

### **Essential Job Functions:**

- Initiates service by intaking customer service requests; forwarding to appropriate resource
- Collects revenue by receiving and recording payments
- Provides information to customers by verifying understanding of request; answering questions; offering assistance.
- Contributes to customer service and organization success by welcoming related, different, and new requests; helping others accomplish job results.
- Resolves billing problems by identifying the problem; explaining procedures; forwarding required adjustments.
- Improves quality results by evaluating processes, recommending changes as needed.
- Improves customer service job knowledge by attending training sessions.
- Performs other related duties as required.

### **Knowledge, Skills, and Abilities**

- Initiates service by recording requests; forwarding to appropriate resource
- Collects revenue by receiving and recording payments.
- 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.

- Passion for delivering top customer service with focused attentiveness and responsiveness to customer needs
- 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 routine problems using common sense
- Demonstrated ability to work independently to accomplish required work to completion within the required timeframe

#### Required Qualifications

- High School Diploma/GED
- Valid Colorado Driver's License

#### Preferred Qualifications

- Two years' experience in government administration or non-profit administration or utility billing.

#### Working Conditions

- Frequent reaching, sitting, standing, walking, talking, seeing, hearing, and manual dexterity.
- Occasional lifting and carrying up to 20 pounds.
- Must be comfortable working in a busy office environment with frequent interruptions

#### 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.**