



HUMAN RESOURCES DEPARTMENT

City of Burlington

179 South Winooski Ave, Burlington, VT 05401

Voice (802) 865-7145

Fax (802) 864-1777

Vermont Relay: call 7-1-1 or 800-253-0191

DPW CUSTOMER SERVICE ASSOCIATE PUBLIC WORKS DEPARTMENT

POSTING DATE: July 14, 2015

RATE OF PAY: \$ 19.0112/hr

EXEMPT/NON-EXEMPT: Non-Exempt

DEADLINE TO APPLY: July 29, 2015

POSITION STATUS: Regular Full Time

CLASSIFICATION GRADE: 14

UNION: AFSCME

APPLICATIONS CANNOT BE ACCEPTED AFTER THE DEADLINE DATE

This position is responsible for providing courteous and accurate responses to all customer inquiries regarding various Public Works functions. In addition this position is responsible for various billing functions in DPW.

Essential Job Functions:

- Provide complete administrative support for all DPW divisions.
- Assist Managers/Supervisors with correspondence and related duties.
- Answer all incoming calls and forward to the appropriate department.
- Communicate with staff in field via 2-way radio & cell phones.
- Notify appropriate staff of emergencies.
- Assist walk-in customers and refer to proper department.
- Prepare & distribute recycle bins, totes and compost bins.
- Enter and maintain information to the AMANDA data base.
- Prepare, process and file all paperwork and reports associated with the provision of services provided by all divisions of DPW, including but not limited to billing & deposit of payments.
- Research /prepare all property searches at attorneys requests.
- Track, maintain, follow-up with customers and produce reports using Customer Service Request system.
- Research and resolve customer complaints & requests both verbally and in writing; negotiate payment agreements.
- Act as scheduler for all Publics Works Conference Rooms and Facilities.
- Schedule appointments for various DPW divisions.
- Coordinate the renting of traffic meter bags and cones.
- Perform Commission related duties including but not limited to attending and preparing meeting packets, meeting minutes and other duties as assigned.
- Prepare, post, and sort all outgoing and incoming mail.
- Order & maintain office supplies & uniforms for all divisions.
- Open and close/lock building.

Qualifications/Basic Job Requirements:

- High School Diploma or equivalent and two years of customer service and bookkeeping required.
- Satisfactory completion of skill tests in typing (minimum of 40 wpm), bookkeeping/mathematics, word processing and spreadsheet software, and 10 key calculators.
- Ability to work independently and part of the customer service team.
- Ability to work in a complex, detail-oriented environment, which features many repetitive tasks and deadlines.
- Ability to work in a Windows based environment with database, spreadsheet and word processing software.
- Knowledge of internet required.
- Must be flexible and able to handle multiple tasks concurrently.
- Must provide all customers with prompt, courteous service.
- Must be able to operate standard and computerized office equipment.
- Must be able to work flexible schedule as needed.
- Ability to actively support City diversity, equity, and cultural competency efforts within stated job responsibilities and work effectively across diverse cultures and constituencies.
- Demonstrated commitment to diversity, equity and inclusion as evidenced by ongoing trainings and professional development.
- Regular attendance is necessary and is essential to meeting the expectations of the job functions.
- Ability to understand and comply with City standards, safety rules and personnel policies.

To Apply: Submit a cover letter, resume and City of Burlington Application to: Human Resources Department, 179 So. Winooski Ave., Burlington, Vermont 05401. To obtain an application or for more information about the City of Burlington, please see our website: www.burlingtonvt.gov/HR.

The City of Burlington will not tolerate unlawful harassment or discrimination on the basis of political or religious affiliation, race, color, national origin, place of birth, ancestry, age, sex, sexual orientation, gender identity, marital status, veteran status, disability, HIV positive status or genetic information. The City is also committed to providing proper access to services, facilities, and employment opportunities. For accessibility information or alternative formats, please contact Human Resources Department at 865-7145.

WOMEN, MINORITIES AND PERSONS WITH DISABILITIES ARE HIGHLY ENCOURAGED TO APPLY. EOE.