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| POSITION: | Customer Service Specialist |
| DEPARTMENT: | Public Works |
| JOB TYPE: | Full Time |
| SALARY: | \$35,255 - \$53,235 |
| POSTED: | 04/04/2025 |
| CLOSING DATE/TIME: | Until Filled |

The City of Monroe is seeking a dedicated and detail-oriented Customer Service Specialist to join our Public Works Department. This position is responsible for providing detailed information and assistance to customers, answering calls, and supporting the administrative assistant and department to ensure efficiency of daily operations.

Education/Experience:

- High School Diploma or GED; or equivalent combination of training and experience.

Qualifications:

- **Knowledge:** City operations, basic bookkeeping & administrative procedures
- **Skills:** Typing, reporting, proofreading, editing, organizing, public relations & effective communication
- **Abilities:** Prioritize & manage work assignments, multitask & manage conflicting schedules

Duties & Responsibilities:

- Greet & assist customers
- Perform clerical tasks; answering/directing calls, filing, typing, copying, & scanning
- Respond to routine information requests from officials, customers & the public
- Communicate with employees regarding work orders, complaints & other customer needs
- Provide general information regarding City of Monroe policies & procedures
- Prepare purchase requisitions, check purchase orders, manage P-card purchases
- Update department forms and data on website
- Maintain & adjust department inventories
- Serve as backup for the Scale House Operator
- Prepare work logs, accident reports & other documentation as assigned
- Provide assistance to Admin Assistant & other staff as needed

The City of Monroe offers some of the most employee-friendly benefits available. To view our complete benefits package & obtain an application, please visit our website. Completed applications may be submitted to Sarah Johnson, Manager of Human Resource Development, at Sjohnson@MonroeGA.gov



*Applications are also available at & may be returned to City Hall, 215 N Broad St, Monroe, GA 30655

The City of Monroe is an Equal Opportunity Employer and a Certified Drug-Free Work Place. Per Georgia Code 34-9-414 be advised that the City of Monroe does pre-employment, reasonable suspicion, post-accident, post-rehabilitation, and routine fitness-for-duty(random) drug testing.