

**City of Emmett**

**Utility Services Specialist**

**Pay Scale - $14.00/hr.**

**Part-Time – 19.5 Hours Weekly**

**Monday-Friday**

Essential Functions: Courteously and professionally greet and respond to customer inquiries using the telephone, email, or face-to-face meetings. Provides information verbally or in written form to customers regarding their accounts and updates general customer information accordingly. Informs and educates customers on City utility services, policies, products, and billing procedures and payment options. Responds to requests or issues referred by others, and satisfactorily resolves those issues in a timely manner. Escalates more complex issues or concerns through appropriate channels for resolution. Work requires attention to details in reviewing and maintaining accounts for accuracy in billings, adjustments, contact information, and perform other duties as assigned. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this position at any time. This position is designated as At-Will.

Requirements:

**Minimum Qualifications –** High School diploma or equivalent. Must have strong customer service skills, and be able to manage multiple tasks and projects; have good writing and research skills and have a strong attention to detail. Ability to use office machines.

**Required Knowledge, Experience, And Training -**  
Working knowledge of general business including, telephone etiquette; office equipment; computer software applications; recordkeeping and filing practices general customer service techniques. Ability to operate a computer with demonstrated proficiency, in word processing and Excel spreadsheet software ; operate standard office equipment; follow verbal and written instructions; communicate effectively with sometimes difficult customers, and deal with frequent interruptions; prioritize work assignments; interpret and explain regulations, policies and procedures under adverse conditions; adjust to changing priorities in a fast-paced environment; display an attitude of cooperation and work harmoniously with all levels of City employees, the general public and other organizations; communicate effectively in the English language at a level necessary for efficient job performance; complete assignments in a timely fashion; understand and comply with all rules, policies and regulations; maintain prompt and regular attendance; perform all essential and marginal functions as assigned.

Working Conditions: The physical effort characteristics and working environment 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.  
  
**Physical Efforts**   
While performing the duties of this job the employee will need sensory ability to talk, hear, touch and feel, be able to transition from a sitting to standing position and be able to work with close vision. Employees will sit, reach and grasp, requiring hand/finger dexterity.  
  
**Working Environment**   
The work environment will include inside conditions.

**Dress Attire**

Dress attire required will be professional wear such as slacks, dress shirts and dress shoes. Fridays are considered casual wear. However, tattered, torn, clothing and flip-flops will not be allowed.

**To Apply**

**Submit Application & Resume to**

**Lyleen Jerome, City Clerk**

**501 E. Main St. Emmett, ID 83617**

**or email to ljerome@cityofemmett.org.**