



City of Muskegon

EMPLOYMENT OPPORTUNITY

OPEN COMPETITIVE ANNOUNCEMENT

Customer Service Representative I

DEPARTMENT: May be assigned to work in any City Office
Current part-time opening in Planning Department.

SALARY: \$22,236 Annual Base

UNION: Service Employees International Union Local 517M, Clerical Unit

DESCRIPTION OF WORK: Under the supervision of a Department/Division Head, Supervisor or a higher-level employee, a person in this classification performs a variety of entry-level clerical duties, provides exceptional customer service, and maintains accurate business records.

REQUIRED QUALIFICATIONS: Possession of a high school diploma or G.E.D. with training in accounting/bookkeeping and personal computers/keyboarding. A minimum of one year of experience involving customer service and record keeping activities required. A successful employee in this position must:

- Have excellent communication, interpersonal skills, and telephone skills
- Have a strong customer service orientation and enjoy working with people
- Be able to multi-task in a fast-paced environment
- Be self-directed when working alone and also work well with team members using patience in challenging situations
- Be able to independently problem solve

EXAMINATION PARTS AND WEIGHTS: Computer Exam: 50%; Oral Exam/Panel Interview: 50%.

The computer examination may include knowledge/skills in the use of Microsoft Word, Excel spreadsheets, and/or Access database applications. A minimum rating of 70% on each graded exam is required to progress in the testing process and to qualify for placement on the eligibility list.

THE CIVIL SERVICE COMMISSION reserves the right to waive examination parts.

PURPOSE: The recruitment is to establish an eligibility list from which to fill Customer Service Representative I vacancies within the City classified system for duration of the list.

SPECIAL NOTES: If a question arises regarding the administration of any portion of a Civil Service examination, please direct such question to the Personnel/Civil Service Director (or designee) for possible resolution prior to appealing to the Civil Service Commission.

APPLICATION DEADLINE: **FRIDAY, DECEMBER 7, 2012 BY 5:00 P.M.**

NOTICE DATED: Wednesday, November 21, 2012

FOR INFORMATION OR AN APPLICATION CONTACT:

Muskegon County Human Resources

1611 Oak Avenue, Suite 2

Muskegon, MI 49442

Telephone (877) 521.JOBS

Fax (231) 724.6840

<http://www.muskegon-mi.gov/departments/civil-service/>

THE CITY OF MUSKEGON IS AN EQUAL OPPORTUNITY EMPLOYER