



Filing Deadline: Tuesday, December 5, 2017

**City of Coeur d'Alene
Equal Employment Opportunity
Department Specialist (Municipal Services)**

Description: A Department Specialist provides administrative, secretarial and clerical duties and may be assigned as a specialist in the services offered by the assigned department. Employees in this class perform a wide range of office support functions using independent judgment in applying existing policies and procedures to complete assignments. This involves knowledge of multiple procedures and program guidelines to make decisions. Employees are often the first point of contact for the Department and respond to mostly routine inquiries and explain department services, policies, procedures and rationale for decisions to customers. Employees typically utilize a variety of computer operations and/or specialized software to complete daily assignments. The classification's primary duties include providing customer service via telephone or in person, creating, reviewing and processing documents and records, identifying and correcting errors and omissions on documents received from staff, and/or public, performing data entry, maintaining records, making arrangements for meetings, maintaining office inventories, distributing mail, and other related duties. Work is usually performed in or near a front counter or office where customers can easily be accommodated.

Salary and Benefits: Starting salary is \$14.12 per hour, eligible for an increase after 12-months of service with standard or above evaluations. The position is supplemented by a generous employee benefit package ([summary of benefits](#)) and membership in PERSI (Public Employee Retirement System of Idaho) is required.

Acceptable Education, Training and Experience:

- High school diploma or GED;
- Prefer one to two (1-2) years' experience in administrative work, preferably in a governmental setting; or
- An equivalent combination of education and experience that provides the required skills, knowledge and abilities to successfully perform the essential functions of the position may be considered.

Knowledge, Skills and Abilities:

Knowledge of:

- Modern office equipment and procedures;
- PC operating systems;
- Basic internet operations;
- Customer service techniques;
- Time management and organizational methods;
- Records and file management including copying, scanning and indexing;
- Basic math and bookkeeping skills.

Skills and Ability to:

- Provide effective and professional customer service;
- Ability to enter computer data quickly and accurately;
- Accurately classify, file, and retrieve materials;
- Operate a computer with demonstrated proficiency using contemporary and related database, word processing, and spreadsheet software applications at an appropriate level for efficient job performance;
- Read and understand complex laws and other written documents;
- Operate 10-key by touch;
- Apply basic math, as well as spelling and grammatical skills;
- Receive, comprehend and follow verbal instructions;

- Display an attitude of cooperation and work harmoniously with all levels of City employees, the general public and other organizations;
- Use English and speak clearly for understanding;
- Listen carefully to, understand, and effectively communicate through verbal, written, and electronic communication channels;
- Perform duties to supervisor's expectations;
- Follow verbal and written instructions;
- Work independently and exercise initiative, with general guidance and supervision;
- Maintain a professional demeanor at all times;
- Perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Demonstrate integrity and ingenuity the performance of assigned tasks and solving problems;
- Perform all duties in accordance with City policies and procedures with regard for personal safety and that of other employees and the public.

Essential Duties and Responsibilities (Illustrative Only):

- Performs customer service in-person or via telephone; refers calls to others as needed;
- Provides assistant by answering questions or directing customers to appropriate personnel;
- Sorts and distributes in-coming and processes outgoing mail;
- Types reports and distributes electronically or via hard copy;
- Copies, scans and e-mails appropriate documents to requestor or files appropriate forms;
- Takes payments, enters payments into appropriate database and sends to Finance Department;
- Prepares and reviews correspondence for supervisor or other staff;
- Processes department documents in accordance with established procedures;
- Creates various department documents for crews or administrative employees;
- Maintains accurate files and records such as insurance/bond and workers' compensation files;
- Issues permits, certificates and responds to requests per specific department protocols;
- Opens and sets up files for specific cases or projects; maintains accurate and up to date files;
- Responds to voice mail messages left on the department's phone system;
- Assists with special projects as assigned;
- Performs routine data entry and may generate reports;
- May process invoices or pcards;
- Responds to management's, supervisor's, co-workers' and citizens' questions and comments in a courteous, thorough and timely manner;
- Performs time management and scheduling functions, meets deadlines, and sets project priorities;
- Maintains strict confidentiality of all matters;
- Assists other department and City employees as needed or requested.
- Performs all work duties and activities in accordance with City policies, procedures, and safety practices.

Other Duties and Responsibilities:

- Provides backup to other administrative staff as needed;
- May make travel arrangements and reconcile travel expenses;
- Performs other duties as assigned.

Essential Physical Abilities:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this classification. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this classification, the employee is frequently required to stand, walk, sit, stoop, kneel, bend, use hands to keyboard or type, handle materials, or manipulate tools used in performing the

essential functions of the classification, and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this classification include close vision, distance vision, color vision peripheral vision, depth perception and ability to adjust focus. Sufficient clarity of speech and hearing abilities required by this classification includes those which permit the employee to discern verbal instructions and communicate effectively in person, by telephone. While performing the duties of this classification, the employee works in an office setting where the noise level in the work environment is usually moderate.

APPLICATION PROCEDURE: Applicants meeting the qualification requirements are invited to submit a completed City of Coeur d'Alene Employment Application and resume to the Human Resources Office, City Hall, 710 Mullan, Coeur d'Alene, ID 83814. Application deadline is Tuesday, December 5, 2017 at 5:00p.m. Applications will be screened, and those applicants with the most appropriate qualifications will be invited for further testing. If you would like to request a reasonable accommodation for the recruitment process due to a disability, please provide a written request and submit with your City of Coeur d'Alene application.

The City of Coeur d'Alene is committed to providing equal employment opportunity for all persons without regard to race, color, religion, gender, age, national origin, sexual orientation, gender identity, disability, veteran status, or any other applicable legally protected status.