

City of Washington, GA

Job Title: Customer Service Representative – City Hall

Job Type: Full Time

Job Summary:

The Customer Service Representative serves as the first point of contact for residents and visitors at City Hall. This role is responsible for providing accurate information, resolving inquiries, and assisting with municipal services and processes. The ideal candidate is approachable, knowledgeable, and committed to delivering excellent public service while upholding city policies and regulations.

Key Responsibilities:

1. Frontline Assistance:

- Greet and assist residents, visitors, and business owners in person, by phone, and via email.
- Provide information about city services, programs, and procedures, including permits, licenses, and utilities.

2. Inquiry Resolution:

- Address and resolve questions or concerns regarding city operations and policies.
- Direct individuals to appropriate departments or staff when additional expertise is required.

3. Service Transactions:

- Process payments for utilities, permits, fines, and other municipal fees.
- Issue licenses, permits, and other official documents following city protocols.

4. Record Management:

- Maintain accurate records of interactions, transactions, and inquiries in the city's management system.
- Update and file necessary documents in compliance with city record-keeping policies.

5. **Public Outreach and Communication:**

- Distribute informational brochures, event schedules, and notices to the public.
- Support city initiatives by promoting services, public meetings, and community programs.

6. **Administrative Support:**

- Perform clerical duties such as filing, data entry, and preparation of reports.

7. **Conflict Resolution:**

- Handle complaints professionally, working to resolve issues while maintaining a positive public image for the city.

Qualifications:

● **Education:**

- High school diploma or equivalent; additional coursework in public administration, communications, or customer service is an advantage.

● **Experience:**

- Previous customer service experience in a public-facing role is preferred.
- Familiarity with municipal or government operations is a plus.

● **Skills:**

- Excellent communication and interpersonal skills.
- Strong problem-solving and conflict-resolution abilities.
- Proficiency in office software (e.g., MS Office Suite) and customer service platforms.
- Ability to work effectively with diverse populations and handle sensitive issues tactfully.
- Strong organizational skills and attention to detail.

Working Conditions:

- Office-based role at City Hall with regular business hours; occasional extended hours may be required during special events or emergencies.
 - Interaction with the public, requiring patience, empathy, and professionalism.
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To apply, please email Cover Letter and Resume to:

Amanda Miller

Human Resources Manager

amiller@wga.gov

Deadline to apply is 2/6/25