

WANTED CITY OF HARVARD FRONT OFFICE CLERK

PRIMARY JOB RESPONSIBILITIES AND DUTIES

The front office clerk performs routine clerical, secretarial and administrative work in answering telephones, receiving the public, providing customer assistance, data processing, and record-keeping. The Front Office Clerk is the first point of contact with the public and must present excellent customer service and provide a positive image.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Proficient experience in MS Office, Outlook, Word, Excel
Excellent interpersonal skills, ability to work well with others
Working knowledge of managing social media
Great attitude, with ability to multitask
Bi-Lingual desired and preferred
High school diploma or equivalent required
Advanced degree preferred
Previous experience in a customer service setting is a must.

BENEFITS

Starting wage \$19.87 per hour
Health Insurance coverage offered
Pension plan provided
Paid vacation

FRONT OFFICE CLERK

1. The front office clerk reports to the Mayor and Administrator
2. The front office clerk shall open and close the front office
3. The front office clerk shall balance the cash drawer each day and report any discrepancies to the Mayor or Administrator.
4. The front office clerk shall be responsible for all accounts receivables.
5. The front office clerk shall be responsible for answering the telephone and for customer service at the front window.
6. The front office clerk shall pick up mail daily and deliver interoffice, and shall take mail to the post office on a daily basis.
7. The front office clerk shall serve as payroll clerk and perform those duties during payroll periods
8. The front office clerk shall act as administrative support for the Public Works Dept. Utility Dept. Parks Dept. and the Community Development Dept.
9. The front office clerk shall be responsible for weekly cleaning of City Hall.
10. The front office clerk shall act as social media coordinator
 - a. Stay up to date with Changes in supported social platforms of Facebook, and Twitter, and others
 - b. Facilitate online conversations with customers and respond appropriately
 - c. Report online reviews and feedback to the Mayor and Administrator
 - d. Suggest new ways to promote positive image of the City
11. The front office clerk shall perform all other duties and assignments as directed by the Mayor or Administrator.