

## LEWES BOARD OF PUBLIC WORKS

**Job Title:** Office Clerk/Customer Service Representative

**Department:** Admin

**Reports to:** Office Manager

**Exemption Status:** Non-Exempt

**Effective Date:** June 2021

### **Job Summary:**

The Office Clerk/CSR will perform routine clerical duties and customer service to support the Lewes BPW's administrative department. The Office Clerk/CSR will also assume receptionist duties and assist with client requests and inquiries. Crossing training across billing, accountings receivable and customer service functions will be an essential part of this job.

### **Supervisory Responsibilities:**

- None.

### **Primary Duties/Responsibilities:**

- Performs clerical duties including typing, filing, and completion of simple forms.
- Operates office machines including copiers, scanners, phone and voicemail systems, personal computers, and other standard office equipment.
- Answers phones, directs calls to appropriate individuals, and prepares messages.
- Copies, sorts, and files records related to office activities, business transactions, and other matters.
- Prepares letters, memos, forms, and reports according to written or verbal instructions.
- Sorts incoming mail and delivers to appropriate department or individual; processes outgoing mail.
- Maintains filing systems either manually or electronically.
- Manages calendars and schedules appointments.
- Performs other related duties as assigned.

### **Required Skills/Abilities:**

- Ability to type at least 45 words per minute.
- Excellent verbal and written communication skills.
- Excellent interpersonal and customer service skills.
- Excellent organizational skills and attention to detail.
- Excellent time management skills with a proven ability to meet deadlines.
- Active listening
- Proficient with Microsoft Office Suite or related software.

**Education and Experience:**

- High school diploma or equivalent required.
- Clerical experience preferred.

**Physical Requirements:**

- Prolonged periods sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds at times.