

SHAWNEE COUNTY, KANSAS
Position Description
Intermittent Seasonal Customer Service Representative

POSITION NUMBER: NWX003

FLSA STATUS: N

POSITION DESCRIPTION

This Intermittent seasonal position performs a variety of clerical duties which require the application of some independent judgment and the interpretation of routine policies on the basis of training or knowledge gained through experience on the job. Other duties as assigned. This position reports to the Director of Noxious Weed Department.

This position is an Intermittent seasonal, non-benefits eligible position. Intermittent seasonal positions may not exceed 988 hours of work in the season. Intermittent positions may be ended prior to that without cause at Management's discretion.

WORK PERFORMED

- 25% Clerical.** Performs standardized clerical duties which follow well-established methods and procedures.
- 25% Filing/Record Keeping/Photocopying/Scanning.** Sorts and files correspondence and documents. Pulls and replaces files and keeps record of the movement of file materials. Copies and scans documents as needed and requested.
- 25% Customer Service.** Greet customers, process reservations/registrations, answers telephone, takes messages and routes caller to appropriate party. Assists landowners with their noxious weed control purchases. Operates computer-based cash register system.
- 20% Data Entry.** Performs data entry functions. Checks work for accuracy. Enter data from a variety of documents. Types data from forms into computer databases and spreadsheets. Edits and proofs documents as needed.
- 5% Other Duties as Assigned.**

Shawnee County Position Description

Intermittent Seasonal Customer Service Representative – Noxious Weed (NWX003)

KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of:

- Computer operation
- General office machines and modern office practices.
- The English language, spelling, grammar and arithmetic computations.
- The operation and minor maintenance of a variety of office equipment.

Ability to:

- Interpret and apply Federal, State and County laws, resolutions, rules and regulations.
- Communicate effectively, both orally and in writing, using the English language.
- Follow oral and written instructions.
- Operate a variety of office equipment.
- Accurately perform mathematical calculations

Skill in:

- The use of computer software and applications including MS Word, and MS Excel (preferred).
- The use of basic arithmetic including addition, subtraction, multiplication and division.
- The use of cash handling techniques.

PHYSICAL REQUIREMENTS

N-Never O-Occasional (1%-33%) F-Frequent (34%-66%) C-Continuous (67%-100%)

	N	O	F	C		N	O	F	C		N	O	F	C
HANDS					BODY/TRUNK					OTHER				
Reaching			X		Sitting			X		Driving		X		
Pushing/Pulling		X			Bending		X			High Elevation	X			
Climbing		X			Reaching		X			Unprotected Heights	X			
Throwing	X				Lifting – 50 lbs.		X			Around Moving Machinery		X		
ARMS					Carrying		X			Driving Automotive Equipment		X		
Reaching			X		Jumping	X				Exposure to Dust, Gases and Fumes		X		
Lifting – 50 lbs.		X			Twisting		X			Cramped Body Position	X			
Pushing/Pulling		X			Squatting		X			Sustained Positions			X	
Carrying			X		Turning		X			Noise Levels (Excessive)		X		
Throwing	X				LEGS/FEET					Electrical Hazards	X			
EYES					Walking			X		Slippery Surfaces		X		
Near Vision				X	Standing			X		Work Above Ground	X			
Far Vision				X	Sitting			X		Work Below Ground	X			
Color Vision				X	Carrying			X		Irregular Surfaces	X			
VOICE					Climbing		X			Moving Objects	X			
Talking				X	Jumping	X				In High Volume Traffic		X		
EARS					Turning		X			Exposure to Marked Changes in Temperature and Humidity				
Hearing				X	Lifting – 50 lbs.		X				X			

EQUIPMENT USED

Personal Computer
Printer
Telephone

Photocopier
Fax Machine
Calculator

Scanning Equipment
Office Furniture

MINIMUM QUALIFICATIONS

High School Diploma or GED Certificate.

Eighteen (18) years of age.

Valid Driver's License and able to operate a County-owned vehicle (HR-2013-2).

HR-2013-2: Driving record that shows: No misdemeanor or felony convictions for traffic/vehicular offenses (DUI, vehicular homicide, reckless driving, hit and run, etc.) on the driving record that are less than five (5) years old; No more than two (2) at fault or chargeable accidents on their driving record that are less than five (5) years old; No more than two (2) traffic infractions (speeding, failure to yield right of way, etc.) that are less than one (1) year old.

SPECIAL REQUIREMENTS

Required to pass a pre-employment drug screen and review of driving record.

Required to lift fifty (50) pounds.

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This Position Description is not designed to list all tasks and responsibilities of this position. Shawnee County reserves the right to revise or change job duties as the need may arise. This Position Description does not constitute a written or implied contract of employment.

I have read and understand the duties and requirements for this position.

Employee's Signature / Printed Name

Date

Administering Supervisor's Signature / Printed Name

Date

Appointing Authority's Signature / Printed Name

Date

Created: 07/21

Revision History: 03/23