

**CITY OF SOUTHFIELD
JOB OPPORTUNITY ANNOUNCEMENT**

The City of Southfield is currently seeking qualified candidates for the following non-career position:

JOB CLASSIFICATION: Administrative Clerk III - Southfield Housing Department

SALARY RANGE: Non-Career Pay: \$12.00 – No benefits/ Max 19 ½ hours per week

REPRESENTATIVE JOB DUTIES:

- Provide excellent customer service at all times, screen telephone calls, letters and/or visitors, answer questions and furnish information.
- Greet customers and aid in completing necessary paperwork
- Review completed forms for accuracy and completeness; file documents
- Update files and records; accurately input detailed and confidential information into database
- Identify customer needs and refer to services
- Explain available services
- Perform all other duties as assigned

JOB REQUIREMENTS – AS DETERMINED BY THE CITY OF SOUTHFIELD

- High school graduate or equivalent. Some college course-work desirable.
- 1-2 year's work experience involving strong customer-service skills, in person and on phone
- Microsoft office, Email and Internet proficient
- Flexible and easily adapts to changing work situations
- Demonstrates initiative and works well alone and in a team environment
- Knowledge of or the ability to learn government programs, services and resources
- Excellent verbal and written communications skills/grammar
- Courtesy and positive attitude in dealing with the public and co-workers; good judgment in handling questions and referring problems to supervisors.
- Significant problem solving and organizational skills and the ability to work well under pressure

The selection process will include a review of the applicant's experience, criminal history check, applicable clerical test battery, and an oral board interview. Each step of the selection process must be passed before the applicant will be considered for advancement to the next step. Applicants will be invited to further participate in the selection process based on the nature and extent of their related experience.

APPLY AT: City of Southfield, Human Resources Department,
26000 Evergreen Road, Southfield, MI 48076
Applications may be downloaded from the City's website at www.cityofsouthfield.com

City of Southfield application packets must be received in the Human Resources Department no later than 5:00 p.m.

Friday, February 28, 2020

This announcement is only a summary of the position, its duties, job requirements and compensation. Further information is available from the Human Resources Department. The City of Southfield does not discriminate in its employment or any other programs or activities on the basis, of sex, race, color, age, height, weight, marital status, national origin, religion, arrest record, physical or mental disability, family status, sexual orientation, gender identity or any other protected category. We provide reasonable accommodation for qualified individuals with a disability if requested.

AN EQUAL OPPORTUNITY EMPLOYER M/F/V/H, DRUG FREE WORKPLACE

vr **DATED:** February 11, 2020



Individuals with special needs who may require assistance with the application process should contact the Human Resources Department at (248) 796-4700 (voice) or via email at hrsupport@cityofsouthfield.com if auxiliary aids or services are needed. Reasonable advance notice is required.