

CITY OF SOUTHFIELD
JOB OPPORTUNITY ANNOUNCEMENT

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

JOB CLASSIFICATION: Clerk II – Public Works

SALARY RANGE: TPOAM Grade D Pay Range: \$33,618- \$41,379

Excellent benefit package, including medical, dental, vision, retirement, holidays, vacation, and more.

REPRESENTATIVE JOB DUTIES

- Answer incoming telephone calls and assist the public regarding water billing and public works concerns such as high water bills, potholes, and/or missed trash, etc. Refer non-routine inquiries to appropriate staff.
- Download and reconcile bank auto payments for water billing.
- Processes work orders/requests and schedule appointments for water billing or miscellaneous public works calls.
- Complete water billing processes including generating reports, data input, and generating bills; data entry for work orders/requests.
- Participate in special projects such as delinquent account notification or construction projects.
- Generate work orders through Lucity and Eden software programs.
- Other duties as assigned.

JOB REQUIREMENTS – AS DETERMINED BY THE CITY OF SOUTHFIELD

- Must be high school graduate or equivalent.
- Must have minimum of two (2) years clerical experience, with emphasis on customer service.
- Proficiency in data base management and be familiar with Microsoft Office products (Word, Excel, Outlook).
- Requires ability to become proficient with the following software programs: Eden, Lucity, GIS, and BS&A.
- Good judgment and problem solving in handling questions and ability to know when to refer problems to the supervisor.
- Must possess organizational skills and the ability to perform high volume, multi-task duties during peak periods in an accurate and timely manner; work well under pressure of deadlines and changing priorities.
- Excellent verbal and written communication skills; courtesy and positive attitude in dealing with the public and co-workers.
- Must successfully complete or have already completed the skills test battery related to this position.

The selection process will include a review of the applicant's experience for posted requirements, a criminal history check, a skills test, and an oral board interview. Each step of the process must be passed before the applicant will be moved 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.

Upon gaining proficiency and increased independence in job responsibilities, gaining working knowledge of relevant Department of Public Works operations, and minimum one year in position, employee may be eligible for consideration for reclassification to Clerk III.

APPLY AT: City of Southfield, Human Resources Department,
26000 Evergreen Road, Southfield, MI 48076

A Completed City of Southfield application packet is required to be considered for this position.

Applications may be downloaded from the City's website at www.cityofsouthfield.com

Completed applications can be emailed to: sfldjobs@cityofsouthfield.com

**City of Southfield Application Packet must be received in the Human Resources Department no later than
5:00 P.M. Monday September 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

JS DATED: August 31, 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 hrrsupport@cityofsouthfield.com if auxiliary aids or services are needed. Reasonable advance notice is required.