



Employment Opportunity

Information Desk Receptionist – Department of Citizen Services

\$14.20 hourly salary (Grade G06)

Contingent Position – 25 hour weekly

Contingent Employees are hired under an Employment Contract which includes paid time off (PTO), medical insurance coverage and additional 3% salary contribution for an employee retirement

Apply By: Tuesday, August 27, 2019 @ 5:00 p.m.

GENERAL RESPONSIBILITIES:

Maintains and provides information, direction, and referrals at the Information Desk to County Office Building visitors and through the main switchboard.

ESSENTIAL TASKS: include the following;

1. Answer, screen, provide information, and route incoming calls to appropriate area
2. Greet and assist the public and County employees, directing to appropriate location and/or information source
3. Provide back up telephone coverage for offices
4. Provide information and training to Personnel Services staff
5. Make referrals regarding security issues and general maintenance problems in the building
6. Provide project assistance to offices as time allows
7. Perform related duties as to specific assignments
8. Apply knowledge of and responds to questions regarding ordinances, regulations, policies, procedures, and practices as related to County
9. Any employee may be identified as Essential Personnel during emergency situations
10. Provide service to customers by answering questions, providing information, making referrals, and assuring appropriate follow-through and/or resolution
11. Communicate with managers, supervisors, co-workers, citizens, media and others, maintains confidentiality; and represents the County

EDUCATION AND EXPERIENCE:

1. High school diploma or general education diploma (GED)
2. Four years customer service and/or multi-line telephone experience *

* A comparable amount of training and experience may be substituted for the minimum qualifications.

KNOWLEDGE, SKILLS AND ABILITIES:

1. **Type at no less than 45 wpm**
2. Assessment – Excel, Word, Outlook, and Customer Service

A Carroll County Government job application is required for these positions.

Apply on-line: www.carrollcountymd.gov

Call the Carroll County Job Hotline at (410) 386-2020 to request an employment application or call (410) 386-2129 for employment inquiries

Posted: 8/06/19
(20-22)

Carroll County is an Equal Opportunity Employer