



TOWN OF PITTSBORO

Invites applications for the position of:

Customer Service Specialist

An Equal Opportunity Employer

HIRING SALARY \$34,181 - \$41,724 Annually

CLOSING DATE Open Until Filled

POSITION TYPE Full-Time (Monday – Friday, 8:30am – 5:00pm)

DEPARTMENT Planning

SUMMARY The Pittsboro Planning Department is excited about adding a new Customer Service Specialist to our team. We are looking for an individual of high moral character with a genuine desire to serve. This position provides advanced secretarial and administrative functions for the Department.

ESSENTIAL JOB FUNCTIONS

- Manages the reception area, including greeting the public and responding to telephone and in-person inquiries.
- Coordinates with and provides assistance to developers, contractors, and citizens regarding company policies and procedures.
- Establish and maintain databases and develop spreadsheets.
- Coordinates and schedule meetings.
- Maintains accounts payable and receivable.
- Planning Board Clerk duties includes attending evening meetings and drafting accurate minutes of all meetings.
- Performs other related duties as assigned.

KNOWLEDGE AND QUALIFICATIONS

- Superior organization skills, strong attention to detail, strong writing, editing, and communication skills.
- Must be able to participate in team-oriented projects and able to act independently and accurately with minimal supervision.
- Excellent interpersonal skills and ability to communicate and interact with a wide range of stakeholders & customers.
- High level of professionalism.
- Must be able to work in a teamwork environment while possessing the ability to remain poised in a fast-paced setting.
- Provide sound judgment in responding to requests and to identify and help resolve urgent matters.

EDUCATION, EXPERIENCE, AND OTHER REQUIREMENTS:

- High School diploma or equivalent
- Three (3) years of related clerical/administrative work experience
- Equivalent combination of education and experience
- Strong knowledge & experience using Microsoft Office applications including: Word, Excel, & Outlook
- Valid North Carolina driver's license

PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Work is performed primarily in a standard office environment and occasionally outdoor. Attendance at occasional night meetings is required.
- May be required to lift and carry items weighing up to 10 pounds. A qualified applicant or employee with a disability may be afforded reasonable modifications to perform the essential job functions of a position in compliance with the Americans with Disabilities Act.

ADDITIONAL INFORMATION

- Interested applicants must submit a completed online application to be considered.
- This is a continuous recruitment; review of applications will begin immediately. Prompt application is highly encouraged. Recruitment will close without notice when a sufficient number of qualified applications are received or all hiring decisions have been made.
- Successful candidates will be subject to a background check and drug screening.
- Applications are available on the Town's website at <https://pittsboronc.gov>
- Mail applications and resumes to the Planning Director, Theresa Thompson at P.O. Box 759, Pittsboro, NC 27312 or email to tthompson@pittsboronc.gov