



## HAYS COUNTY JOB POSTING

<b>Job Title</b>	Customer Service Representative	<b>Job Number</b>	657-0342-050622
<b>Department Head</b>	Director of Development Services	<b>Date Open</b>	May 6, 2022
<b>Salary Range Minimum</b>	\$2,490.58 - \$3,735.95 Monthly – Dependent on Experience	<b>Application Deadline</b>	Until Filled

**In order to be considered for employment with Hays County submit the following documents:**

- Hays County Employment Application
- Cover Letter
- Resume

**Find Hays County Employment Applications at:**

- Hays County website – [www.hayscountytexas.com](http://www.hayscountytexas.com)
- Pre-printed forms in HCHR department
- PDF forms via [amanda.cowan@co.hays.tx.us](mailto:amanda.cowan@co.hays.tx.us)

**You may submit your application documents in any of the following ways:**

- Hand-deliver to 712 South Stagecoach Trail, Suite 1063, 78666
- Fax: 512-393-2227
- Email: [amanda.cowan@co.hays.tx.us](mailto:amanda.cowan@co.hays.tx.us)

### Education and/or Experience

Any combination of experience or training may be substituted on a year for year basis.

- Requires High School diploma or GED.
- Requires two years full time experience in secretarial, office/clerical related work.

### Other Qualifications, Certificates, Licenses, Registrations

- Bilingual preferred. (Spanish and English)
- Notary Public may be required.
- Class C Driver's License.

### Required Skills

- Greets and assists customers as they come in while answering routine inquiries by telephone and electronic mail.
- Screens, takes message, and refers callers to the appropriate department staff.
- Sorts and files forms, reports, correspondence, and related documents.
- Conducts research related to the specific case or situation.
- Examines letters, forms, documents, or reports for accuracy and reports discrepancies to supervisor.
- Maintains departmental records and files.
- Codes, tabulates, and assembles statistical and related data.
- Gathers, collates, classifies, and posts information to assigned department records and computer system.
- Answer questions in person and via telephone from maintenance providers and property owners regarding maintenance contracts, inspection reports and Rules and Regulations.
- Responsible for returned mail; research alternate addresses and re-mail letters.
- Mail letters to maintenance providers regarding missing inspection reports.
- Develops specialized or one-time customized reports for internal and external sources.
- Collect fees, maintain fee collection records, verify/balance receipts, and prepare for bank deposit or transfer to other County department.
- Performs daily cash handling functions and must follow Hays County Cash Handling Policy.
- Prepares individual deposit for verification by supervisor.
- Performs other duties as assigned.

### Summary

The Customer Service Representative performs clerical, office, secretarial and reception duties, and provides support services to the Hays County Development Services staff. The work involves filing, daily customer relations, word-processing, data entry, and mail distribution. This position facilitates the work of the Hays County Development Services staff and has an immediate impact on the operation of the Hays County Development Services Office.

Hays County is an EEO employer. In compliance with the Americans with Disabilities Act, Hays County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.

**An offer of employment is contingent upon successful completion of background checks, including reference checks, criminal history, and driver's license checks and driving history.**