

NOTICE TO THE PUBLIC

JOB POSTING

Call Center Technician

Posted: 8/20/2021

End Date: Until Filled

The City of Monroe is now accepting applications for the position of Call Center Technician. This position acts as a liaison between the City and citizens by handling incoming calls to City Hall, coordinating with staff to resolve issues and provide information.

Qualified applicants must:

- Have a high school diploma or general education degree (GED).
- Have two years' experience in customer service work; or two years of related experience and/or training; or equivalent combination of education and experience which provides the required skills, knowledge and abilities.

To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Have the ability to take a high volume of calls.
- Have skill in listening and communicating effectively with the general public, representatives of public and private organizations, co-workers, subordinates, superiors, and others to exchange or convey information.
- Have knowledge of City Departments and services.
- Have knowledge of current technology related to City applications, networks and telecommunications and the equipment and software required to maximize system support.
- Have knowledge of Microsoft Word, Microsoft Excel & Windows operating systems.
- Have knowledge of techniques for explaining technical concepts and procedures to non-technical users.

The City of Monroe offers a comprehensive benefit package. Salary range for this position is from \$26,000 to \$31,600. Actual starting salary within this range is dependent upon applicant's qualifications. Applications may be obtained at City Hall, 215 N. Broad Street Monroe, GA 30655 or printed from the city website at www.monroega.com (under Government/Job Opportunities). A full job description is available at City Hall.

The City of Monroe is an Equal Opportunity Employer and a Certified Drug-Free Work Place

Per Georgia Code 34-9-414 be advised that the City of Monroe does pre-employment, reasonable suspicion, post-accident, post rehabilitation, and routine fitness-for-duty (random) drug testing.