



POSITION ANNOUNCEMENT  
CUSTOMER SERVICE REPRESENTATIVE – CLERK 1

The City of Grosse Pointe Farms, Michigan (10,148 residents), is an affluent, (AAA bond-rated) suburban community located in the northeast corner of Wayne County, nestled among its four Grosse Pointe neighbors and Lake St. Clair, is seeking our next Customer Service Representative-Clerk 1.

Under the direct daily supervision of the Deputy Treasurer, the Customer Service Representative-Clerk 1 performs a variety of clerical and bookkeeping functions in support of the various City Hall Departments, including but not limited to Treasury/Finance, Public Services, and City Clerk. Answers phones, directs calls, assists customers at counter, receives and processes payments, permit applications, election materials, and other documents, types and files.

This full-time non-exempt position pays an annual salary of \$37,500-\$47,000 DOQ/E and offers an excellent benefit package. Candidates should apply no later than **October 1, 2021**, with cover letter, resume, three (3) professional references and completed City of Grosse Pointe Farms application. Submit all documents to Derrick Kozicki, Assistant City Manager & City Clerk at 90 Kerby Rd. Grosse Pointe Farms, MI 48236 or email to **[dkozicki@grossepointefarms.org](mailto:dkozicki@grossepointefarms.org)**.

The City of Grosse Pointe Farms is an equal opportunity employer.

**CITY OF GROSSE POINTE FARMS**  
**Job Description**

**CUSTOMER SERVICE REPRESENTATIVE – CLERK 1**

**Supervised by:** Deputy Treasurer / Treasurer

**Supervises:** No supervisory responsibility

**Position Summary:**

Under the direct daily supervision of the Deputy Treasurer, performs a variety of clerical and bookkeeping functions in support of the various City Hall Departments, including but not limited to Treasury/Finance, Public Services, and City Clerk. Answers phones, directs calls, assists customers at counter, receives and processes payments, permit applications, election materials, and other documents, types and files.

**Essential Job Functions:**

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

- Receives, screens and directs telephone calls and visitors to City Hall. Responds to standard inquiries and provides general information regarding City operations, policies and procedures.
- Processes dog licenses, park pass and boat well applications, voter registration forms, and various other forms, documents and records.
- Receives and records various payments made to the City. Posts payments to proper accounts and balances cash receipts daily.
- Assists the Deputy Treasurer in preparing daily bank deposits. Verifies the accuracy of deposit amounts from the Cash Receipting system to the currency being deposited.
- Sorts and distributes mail to appropriate departments. Processes regular outgoing mail and assists in the preparation of bulk, seasonal, informational and other special mailings.

## Customer Service Representative – Clerk 1

- Prepares correspondence and reports. Types, enters data, copies, files, and completes other clerical tasks.
- Maintains a comprehensive filing system according to established procedures for record keeping and document retention.
- Assists with petty cash transactions and distributes petty cash in accordance with City procedures.
- Assists in other City Departments as assigned and performs related work, as required.

### **Required Knowledge, Skills, Abilities and Minimum Qualifications:**

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

- Educational requirements include a high school diploma, or the equivalent.
- Experience requirements include one or more years of related experience.
- Good knowledge of the organization and operations of municipal government to effectively assist the public.
- Knowledge of the principles, methods and techniques of money handling and bookkeeping.
- Knowledge of modern office procedures, and skill in applying them.
- Skill in the use of computers and related software, postage machine, copier, fax and other standard office equipment.
- Skill in responding to public inquiries and internal requests with a high degree of diplomacy and professionalism.
- Skill in maintaining filing systems according to established procedures.
- Ability to establish effective working relationships and use good judgement, initiative and resourcefulness when dealing with the public and other employees.
- Ability to communicate effectively, understand instructions, and follow directions.
- Ability to type and enter data with speed and accuracy.

**Physical Demands and Work Environment:**

The physical demands and **work** environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently is required to use hands to finger, handle, or feel. The employee is occasionally required to reach with hands and arms, bend or crouch and stand or walk. The employee must regularly lift and/or move items of light weight. Vision is required in this position.

While performing the duties of this job, the employee regularly works in a business office setting where the noise level is generally low.



# City of Grosse Pointe Farms

90 Kerby Road, Grosse Pointe Farms, Michigan 48236-3161

phone 313 885.6600 fax 313 885.0917

## APPLICATION FOR EMPLOYMENT

Pre-Employment Questionnaire  
An Equal Opportunity Employer

### PERSONAL INFORMATION

Date \_\_\_\_\_

Name

Last

First

Middle

Present Address

Street

City

State

Zip

Permanent Address

Street

City

State

Zip

Phone ( ) \_\_\_\_\_

Are you 18 years or older?  Yes  No

Are you prevented from lawfully becoming employed in this country because of VISA or immigration status?  Yes  No

### EMPLOYMENT DESIRED

Position DEPUTY TREASURER/OFFICE MANAGER

Date You Can Start \_\_\_\_\_

Salary Desired \_\_\_\_\_

Are You Employed Now?  Yes  No

If So, May We Inquire Of Your Present Employer?  Yes  No

Have you ever applied to this municipality before?  Yes  No

If so, When?

Referred by? \_\_\_\_\_

### EDUCATION

	Name and Location Name and Location of School	Number of Years Attended	Did You Graduate?	Course of Study
Grammar School				
High School				
College				
Trade Business OR Correspondence School				

### GENERAL

Subjects of special study or research work \_\_\_\_\_

Special Skills \_\_\_\_\_

### MILITARY (complete this section if you served in the U.S. Armed Forces)

Branch of Service \_\_\_\_\_

Period of Active Duty From \_\_\_\_\_ To \_\_\_\_\_

Rank At Discharge \_\_\_\_\_ Date of Final Discharge \_\_\_\_\_

Describe your duties and any special skills. \_\_\_\_\_

LAST

FIRST

MIDDLE



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**FORMER EMPLOYERS** (List below the last three employers starting with the last one first)

1. Company Name	Telephone ( )
Address	Employment Dates (State Month and Year) From To
Name of Supervisor	Rate of Pay
State Job Title and Describe Your Work	Reason For Leaving
2. Company Name	Telephone ( )
Address	Employment Dates (State Month and Year) From To
Name of Supervisor	Rate of Pay
State Job Title and Describe Your Work	Reason For Leaving
3. Company Name	Telephone ( )
Address	Employment Dates (State Month and Year) From To
Name of Supervisor	Rate of Pay
State Job Title and Describe Your Work	Reason For Leaving

We may contact the employers listed above unless you indicate those you do not want us to contact  
DO NOT CONTACT Employer Number (s) \_\_\_\_\_ Reason \_\_\_\_\_

Have you ever been convicted of a crime, excluding misdemeanor and summary offenses?

Yes

No

If Yes, describe. \_\_\_\_\_

I hereby declare the information provided by me in this Application for Employment is true, correct and complete to the best of my knowledge. I understand that if the City decides to employ me, my employment will be at will and may be terminated at any time with or without notice and with or without cause either by me or by the City.

Signature of Applicant \_\_\_\_\_ Date \_\_\_\_\_

DO NOT WRITE BELOW THIS LINE

Interviewed by \_\_\_\_\_ Date \_\_\_\_\_ Remarks \_\_\_\_\_