

City of Ithaca

Office of Human Resources / Civil Service

108 E. Green St. - Ithaca, NY - 14850

Phone: (607) 274-6539 / Fax: (607) 274-6574 / E-mail: hrdept@cityofithaca.org

JOB APPLICATIONS WANTED

TITLE: Customer Service Representative Trainee

LOCATION: City of Ithaca - Chamberlain's Office

SALARY: 36,866, with subsequent increases to \$46,082

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for learning to accept, record, and process payments for various City bills and services. The incumbent undergoes on-the-job training in order to learn the diverse and various City functions handled by the City Chamberlain's Office, and by other City departments, in order to provide that information to customers. The work involves extensive face-to-face interaction with the public, including difficult or irate customers. The work is performed under the direct supervision of Customer Service Representatives or higher level staff in accordance with well-defined office procedures. Does related work as required.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma and two years of full-time paid experience, or its part-time paid or verifiable volunteer equivalent, dealing directly with customers or clientele.

RESIDENCY: Applicants must be residents of Tompkins County.

EXAM REQUIREMENTS: A civil service exam will be required at a later date.

APPLICATION MATERIALS REQUIRED:

- City of Ithaca application
- Copy of high school transcript

Applications must be received by the City of Ithaca Human Resources Department no later than 4:30 PM EST on the last filing date indicated below. Postmarks are not accepted. All applications must be original applications, either hard copy or electronically submitted through our online application program. We do not accept faxed applications, e-mailed applications or photocopies of applications.

Submit required application materials by August 21, 2019:

City of Ithaca
Human Resources Department
108 East Green Street
Ithaca, NY 14850
(607) 274-6539

Web site: <https://ithaca-portal.mycivilservice.com>



The City of Ithaca is committed to Equity and Inclusion. We encourage those with similar values to apply.

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