



CITY OF LAGUNA WOODS
24264 El Toro Road, Laguna Woods, CA 92637
(949) 639-0500 / TTY (949) 639-0535
www.cityoflagunawoods.org

JOB ANNOUNCEMENT

CUSTOMER SERVICE REPRESENTATIVE (LIMITED PART-TIME)

\$15 - \$18 hourly (less than 20 hours per week)

Appointment may be made at any point within the range

The City of Laguna Woods is seeking a Customer Service Representative to perform customer service, clerical, and administrative tasks, often of a secretarial nature, at Laguna Woods City Hall including, but not limited to, answering telephones; greeting visitors and members of the public; providing public information; scheduling appointments; accepting and processing payments; accepting items and materials for recycling and disposal; scanning and filing records; and, setting up for and cleaning up after meetings and events. Essential duties are further described in the Customer Service Representative job classification.

The Customer Service Representative will work a regular schedule of 18-hours per week on Mondays, Wednesdays, and Fridays from 8:45 a.m. to 3:15 p.m. (subject to change; excluding holidays and days when City Hall is closed). Additional hours may be required, including periodic evenings and weekends. **** Applicants should only apply for this position if they would be able to work the aforementioned regular schedule. ****

Please be advised that most duties are performed while standing at a counter. Physical demands are further described in the Customer Service Representative job classification.

EDUCATION & EXPERIENCE: Any combination of education and experience that provides the knowledge, skills, and abilities necessary for this position is qualifying. A typical way of obtaining the required qualifications is to possess a high school diploma (or equivalent) and three months of work or volunteer experience in a governmental or professional setting. Prior experience in a customer service or cashiering position is highly desirable.

PAID TIME OFF: After the first 90 calendar days of employment, limited part-time employees receive 24 hours per year of annual paid time off. All benefits are subject to change.

This position is non-exempt and at-will.

APPLY BY: THURSDAY, AUGUST 25, 2016 AT 5 P.M.

Applicants are required to mail or hand-deliver a completed City employment application to Laguna Woods City Hall, 24264 El Toro Road, Laguna Woods, CA 92637. The employment application and job classification are available on the City's website and at City Hall.