



**Director:**  
Kelli Hargraves

## **Department of Social Services**

109 West Main, Room 170  
Cortez, CO 81321  
(970) 565-3769  
Fax((970)565-8526

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**Montezuma County Social Services has an opening for one Customer Services Specialist.**

**Job Title:** Customer Services Specialist.

**Reports To:** Eligibility Supervisor

**FLSA Status:** Full-time, non-exempt

**Department:** Social Services

**Salary:** \$19.55/hour plus Health, Dental, Vision, Life, EAP, HSA Insurance, 10 paid Holidays, Paid Annual and Sick Leave and a 401K match.

**SUMMARY:** The Customer Services Specialist is responsible for maintaining administrative and personnel services in order to meet legislative requirements and support local government operations. This position requires a pleasant disposition, ability to multitask, and work with a wide variety of diverse community members. Knowledge of community resources is a key competency.

**ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:** *(The following statements are illustrative of the essential functions of the job and do not include other assigned duties)*

- Greet and welcome guests as soon as they enter the building
- Pleasant, professional telephone manners and the ability to manage a multi-line phone system
- Answer, screen and route phone calls to the appropriate staff.
- Coordinates and schedules/re-schedules appointments with eligibility staff, update calendar and appointment book
- Direct visitors to the appropriate person and office
- Maintain record of paperwork dropped off to include drop box, mail, email and PEAK
- Must regard work as confidential and understand and comply with all HIPAA regulations.
- Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures)
- Provide basic and accurate information in-person and via phone
- Receive, sort and distribute daily mail/deliveries in a timely manner
- Maintain office security by following safety procedures and controlling access via the reception desk
- Interpersonal and communication skills to develop and maintain effective working relationships with all internal and external customers.
- Manage, organize and update relevant data using database applications to include internal and external processes
- Operate a variety of standard office machines including computers, wide variety of computer software, phone, fax, calculator, shredding machine, scanner and photocopy machine
- Working knowledge of Windows based computer applications to include MS Word, MS Excel, MS Outlook, and Internet Access
- Issue EBT (Electronic Benefit Transaction) Cards to clients following internal process
- Keep and maintain detailed logs mandated by State and Federal requirements.
- Ability to interact with people, including staff, clients, and outside agencies in a professional, friendly manner.
- Willingness to interact with a diverse client population while recognizing the unique nature of the services provided by the organization.
- Act with integrity in all ways and at all times, remaining honest, transparent, and respectful in all relationships
- Acquires job skills and learns company policies and procedures to complete tasks

**Education:**

Graduation from High School or GED Equivalent

**Experience:**

One-year full-time responsible work experience.

**Special Requirements:**

Valid Colorado Driver's License and satisfactory driving record. Must pass background check, drug screen and motor vehicle record check.

**Required Knowledge, Skills and Abilities:**

- Correct English usage, including spelling, grammar, punctuation, and vocabulary
- Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully
- Works well in group problem solving situations
- Responds promptly to customer needs
- Focuses on solving conflict, not blaming; Maintains confidentiality
- Contributes to building a positive team spirit; Supports everyone's efforts to succeed
- Writes clearly and informatively; Presents numerical data effectively
- Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness
- Completes administrative tasks correctly and on time. Manages competing demands
- Use time efficiently
- Observes safety and security procedures
- Must be able to have a good working relationship with the DSS eligibility staff. Must be able to communicate orally and in writing with internal staff, citizens, and other departmental staff in order to give and receive information in a courteous manner

**Office Technology/Computer Skills:**

Must be able to effectively use modern office technology and equipment, including computers, calculators, telephones, copiers with scanning and faxing capabilities. Must have extensive experience in word processing, database manipulation, and email with a high degree of accuracy. Must be able to learn the software and programs related to the position and the County.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation 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 talk and hear. The employee frequently is required to sit and stand for long periods of time; use hands and fingers to handle or feel; and reach with hands or arms. The employee is required to stand; walk; climb or balance; twist; stoop, kneel, crouch or crawl. Must be able to respond to the customers' needs and perform tasks requiring extensive hand and eye coordination. Dexterity of hands and fingers to operate a computer keyboard, mouse and other devices and objects. The employee must frequently lift and/or move up to 25 pounds. Specific vision abilities required by this position include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. Ability to work extended shifts and attend training when asked and the ability to work in stressful situations

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. Ability to tolerate and be productive in a quiet to moderate noise level in the workplace. Exposure to computer screens.

Applications are available from Montezuma County Department of Social Services, between the hours of 8:00am-5:00pm or online at [www.montezumacounty.org](http://www.montezumacounty.org). Please return applications to MCDSS, 109 W Main, Room 170, Cortez, CO. Applications are accepted until filled. Questions, please call 970-564-4138. EOE