

General Services Assistant

\$12 / hour; part-time, temporary positions available (up to 20 hours / week).

Performs responsible work supporting staff, drafting and editing various reports and documents, providing customer service, and assisting with daily operations.

Responsibilities:

- Answers switchboard and routes telephone calls to appropriate parties; handles inquiries as appropriate, directs inquiries to the proper source, and takes messages as necessary; makes referrals to other County departments based on customer requests; answers questions within context of policies and procedures.
- Drafts memos, letters, and reports for staff review and/or signature; types correspondence, reports, bulletins, manuals, narratives, and other documents requiring familiarity with technical terminology; assures conformity of office correspondence to established requirements and makes necessary changes in procedures as applicable.
- Assists with maintaining general files, official records and reports, and operating records; assists with set up of new files and retrieval of information; follows procedure for document handling and storage; and develops data collection and records systems along with procedures for control, storage and purging of documents in accordance with applicable laws and regulations.
- Creates, processes and manages work orders for customers, as well as facilities, grounds and custodial staff.
- This job is considered essential personnel and will be required to work during and following natural disasters and emergency situations

Requirements:

- Any combination of education and experience equivalent to a high school diploma; some administrative office work experience preferred.
- Knowledge of standard office practices and procedures, equipment, and clerical techniques; general office computer software and associated equipment; knowledge of principles and processes for providing customer service including setting and meeting quality standards for services, and evaluation of customer satisfaction; some administrative experience preferred.
- Skill in use of computer software, especially Microsoft Office Suite.
- Ability to maintain moderately complex records and ensure their confidentiality; follow verbal and written instructions; work under pressure and meet deadlines; resolve problems and complaints and deal with irate customers effectively; understand and interpret policies and procedures.

[Click here](#) for full job description. Accepting applications until position is filled.

Accepting applications until 11:59pm EST on 03/06/2020 or when filled, whichever comes first. Only online applications to our website will be considered. To apply, please visit the James City County Career Center at <https://jobs.jamescitycountyva.gov>