



# WILDWOOD

June 6, 2023 Meeting

## Wildwood Job Posting: Resident Service Representative **DRAFT**

The City of Wildwood is seeking a dedicated customer service oriented individual to join our City staff as a Resident Service Representative. This temporary, part-time position will play a vital role in providing the best service experience in addressing concerns/inquiries as the direct point of contact for residents primarily in the transition of two substantial resident service initiatives to include provision of internet service and a new, unique waste hauling service.

### Responsibilities:

- Serve as a dedicated point of contact for residents, answering inquiries regarding the City's new waste haulers, waste disposal guidelines, pickup schedules, and adjustments related to the transition of this new service plan.
- Provide information and support to residents regarding the Spectrum Internet Project, addressing questions, and resolving concerns.
- Maintain accurate records of resident interactions, inquiries, and resolutions for reference and future analysis.
- Collaborate with staff management to stay updated on the Internet Project and waste hauler transition, ensuring the ability to provide accurate and timely information to residents.
- Demonstrate professionalism, empathy, and patience in all resident interactions, effectively addressing concerns and providing appropriate guidance.

### Requirements:

- High school diploma or equivalent (bachelor's degree preferred)
- Excellent verbal and written communication skills.
- Strong customer service and interpersonal skills, with the ability to effectively engage with residents of varying backgrounds.
- Ability to comprehend and articulate complex information clearly and concisely.
- Strong organizational and multitasking abilities to handle a high volume of resident inquiries.
- Proficiency in computer applications and willingness to learn new software tools.
- Availability to work between 20025 hours per week (dependent on call volume) during regular business hours.
- Previous customer service or call center experience.

### Compensation:

The pay range for this part-time position is \$18.00 to \$23.00 per hour, based on qualifications and experience. This is a temporary position with a contract period of July through December of 2023.

**Interested applicants should submit a cover letter with resume by (1) email at [carla@cityofwildwood.com](mailto:carla@cityofwildwood.com) or (2) in person at City Hall located at 16860 Main Street, Wildwood, MO 63040. The submission deadline is July 10, 2023.**

*The City of Wildwood is an equal opportunity employer. We value diversity and encourage individuals from all backgrounds to apply. We appreciate all applications; however, only candidates selected for an interview will be contacted.*