



PUEBLO OF JEMEZ
JOB ANNOUNCEMENT
2025-040
LAW ENFORCEMENT
CUSTOMER SERVICE SPECIALIST

Position Title: Customer Service Specialist
Position Open Date: 4/23/2025-Until Filled
Position Status: Full-Time
Supervisor: Chief of Police

Pay Level: \$15.81-\$23.72
Classification: Non-Exempt
Location: Law Enforcement

POSITION SUMMARY:

Responsible for providing customer service to customers in a safe, enjoyable, and positive environment that promotes a good impression and customer satisfaction in accordance with policies and procedures.

This job description indicates, in general, the nature and levels of work, knowledge, skills, and other essential functions expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. Incumbent may be asked to perform other duties required.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION & EXPERIENCE:

High school diploma or General Equivalency Diploma (GED).

REQUIRED CERTIFICATES, LICENSES TRAININGS, AND REGISTRATIONS:

New Mexico Driver's License
Background Investigation

PHYSICAL DEMANDS & WORKING ENVIRONMENT:

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made enable individuals with disabilities to perform the essential functions.

Mobility to work in a typical office setting and use of standard office equipment; stamina to sit for extended periods of time; strength and agility to lift and carry up to 20 pounds; vision to read printed materials and a computer screen, and hearing and speech to communicate in over the telephone and in person; agility to perform fitness and cultural activities.

ESSENTIAL FUNCTIONS:

- Acts as a receptionist and/or first level customer assistant and/or answers the telephone; determines the nature of the visit of call; directs callers to the proper office or person or take messages as required.
- Provides information regarding the functions, activities, policies, and procedures of the office to which assigned; distributes printed materials.
- Performs a preliminary check of office equipment to determine the cause of malfunctions; notifies the proper repair staff or service.
- Performs a variety of basic office support duties such as collating materials, distributing incoming mail, preparing materials for mailing, completing forms, proofreading typed or printed materials, and/or typing correspondence reports and other materials.
- Keeps apprised of office activities and functions to communicate this information to the public.
- Uses a computer to verify information and may make simple updates.
- May provide relief and assistance to other office support assignments.
- Contributes to the efficiency and effectiveness of the unit's service to its customers by offering suggestions and directing or participating as an active member of a work team.
- Represents the Pueblo with dignity, integrity, and a spirit of cooperation in all relationships with staff and the public.

REQUIRED KNOWLEDGE AND SKILLS:

Knowledge of:

- Policies and procedures related to operations.
- Correct business English, including spelling, grammar, and punctuation.
- Techniques for dealing with the public, in person and over the telephone.
- Basic computer applications related to work.
- Basic business arithmetic.
- Basic office practices and procedures.
- Basic record keeping practices.

Skill in:

- Determining the nature of a call or visit and recommending appropriate actions or solutions.
- Making accurate arithmetic calculations.
- Performing detailed office support work.
- Maintaining accurate records of work performed.

- Operating standard office equipment.
- Reading and explaining rules, policies, and procedures.
- Understanding and following oral and written directions.
- Contributing effectively to the accomplishment of team or work unit goals, objectives, and activities.
- Dealing successfully with the public, in person and over the telephone.
- Communicating effectively in oral and written forms.

To apply for the position posted, please apply as follows

Send;

Pueblo of Jemez Job Application

To;

humanresources@jemezpueblo.org

Or;

Pueblo of Jemez-Attention Human Resources Department

PO Box 100

Jemez Pueblo, NM 87024