



AGENDA

Special Meeting

Wednesday September 19, 2024 – 5:30 PM

Town Hall

11960 East Street Fort Jones, CA 96032

CALL TO ORDER:

Fort Jones Town Council Roll Call:

Members: Garcia____Banks____ Eayrs ____LaRiviere____ Collie-Mason____

PLEDGE OF ALLEGIANCE: Led by Mayor

PUBLIC COMMENTS:

Discussion items only, no action to be taken. Any person may address the Council at this time regarding the subject matter of this special meeting only. There is a three (3) minute limit per person.

DISCUSSION / REPORTS: ACTION ITEMS:

1. Discuss possible action to approve the new job description for Customer Service Clerk position.

STAFF COMMENTS:

COUNCIL MEMBER COMMENTS:

ADJOURNMENT:

The next Fort Jones Town Council Meeting is scheduled to be held on October 14, 2024, at 7:00 p.m.

It is the intention of the Town of Fort Jones to comply with the Americans with Disabilities Act (ADA) in all respects. If, as an attendee or a participant at this meeting, or in meetings on a regular basis, you will need special assistance beyond what is normally provided, the Town will attempt to accommodate you in every reasonable manner. Individuals who need auxiliary aids or services for effective communication or to participate in programs and services of the Town of Fort Jones are invited to make their needs and preferences known by contacting the City Hall office, (530) 468-2281, at least 72 hours prior to the meeting.



The Town of Fort Jones

To: Fort Jones Town Council
Meeting Date: September 19, 2024
From: Cherie Stephen – Town Administrator
Subject: Discuss possible action to approve a new job description for the Customer Service Clerk Position.

Background:

The last approved job description for this role specified that the position was full time and left the description broad and vague. This update changes the position to give the option to have it full-time or part-time flex and provides a more detailed description of duties and responsibilities.

Recommendation:

It is recommended by the town administrator that the council approve the attached job description for the Customer Service Clerk position.



Gateway to the Marble Mountains

Job Description: Customer Service Clerk (Full-Time or Part-Time Flex)

Definition of Position:

Responsible for supporting the town clerk and town administrator in managing day to day operations of town hall office and maintaining documents, resolving customer concerns, accepting customer payments, and maintaining the town website and social media.

Example of Duties:

Duties include, but are not limited to the following:

- Answer office phones in a professional manner, responding to customer questions, concerns, and complaints, including checking and responding to answering machine messages.
- Obtain, receive, and distribute mail.
- Assist with necessary mailings including water billing.
- Receive and post utility payments, CDBG payments, and miscellaneous others
- Appropriately issue, receive payment for, and document dog and business licenses.
- Encourage public engagement on behalf of the town by maintaining the town's website and social media pages, as well as creating and distributing monthly newsletter.
- Inventory and track office supplies and needs.
- Other duties as assigned.

Qualifications:

- Possession of a valid California Class C driver's license.
- High school diploma or GED equivalent and must be 18 years old or older.
- Good organizational and multi-tasking skills.
- Excellent verbal and written communication.
- Problem-solving skills.
- Familiarity with Microsoft Office and Excel.
- Ability to learn water system software.
- Customer service orientation.
- Ability to learn utility reading and/or billing.
- Flexibility and adaptability.