

**BRIAN HEAD TOWN  
JOB DESCRIPTION/CLASS SPECIFICATION**

**Title:** Guest Service Representative  
**Department:** Administration

**GENERAL PURPOSE:**

Performs a variety of support duties involving correspondences, records management, public relations, and telephone inquires, updating and maintaining databases, assisting with the Administration and Public Works Departments for clerical support. Assists with Town events.

**SUPERVISION RECEIVED:**

Works under the general supervision of the Town Manager.

**SUPERVISION EXCERISED:**

None

**EXAMPLES OF DUTIES:**

Assists the public in general information of the Town and surrounding areas; receives telephone inquiries from the public and determines most appropriate response to questions; and routes calls or visitors to appropriate departments. In charge of scheduling the rentals of Town Buildings and Town Pavilion areas.

Completes correspondences on a variety of subjects related to the Administrative and Public Works departments; receives and distributes the Town mail to the appropriate personnel, maintains databases for departments as needed, responsible for ordering the office supplies and building maintenance supplies for the Town Hall. Social media updates and newsletters.

Helps prepare refreshments for Town meetings and parties; distributes Town brochures to local businesses; creates Town scrapbooks; and assists with archiving Town documents.

Assists in filing of the Town records for all departments and performs other duties as assigned.

**MINIMUM QUALIFICATIONS:**

**Education and Experience**

Minimum Qualifications may include graduation from high school or equivalent with 2 years experience in customer relations.

### **Required Knowledge, Skills and Abilities**

Must have knowledge of standard office practices and procedures; good communication skills and writing techniques; a working knowledge of standard office equipment. Required to have interpersonal, public relations, communication, and organizational skills. Must have the ability to develop effective working relationships with co-workers.

Must possess a knowledge of computer systems and software programs, such as Microsoft office and social media skills.