

**City of Vicksburg  
Job Description**

Organization Name

Job Description

Job Title: Information Specialist / Action Line

Department: Information Technology

Reports TO: Constituent Services Representative

FLSA Status:

Prepared By: Billy Gordon

Prepared Date: July 19, 2021

Approved By:

Approved Date:

Amended By: Fermika Smith

Prepared Date: July 19, 2021

Summary Answers inquiries, take calls from citizens, directs calls to appropriate departments, and performs work orders, and data entry.

Essential Duties and Responsibilities include the following.

Answer all calls from citizens

Perform work order data entry

Fax documents as required

Mail information to citizens

Respond to email request

Assist in billing when need arises.

Respond to live on-line chats with citizens

Handle calls for Administration needed

Monitor work order system to overdue orders.

Assist calls to appropriate departments.

Maintain phones for special circumstances (flood, ice storms, etc).

Other duties may be assigned.

## 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Must be a fast learner, have strong computer, organizational, and people skills. Must be able to multi-task.

Must have the ability to speak clearly and effectively over the phone, Must have great communication skills.

## Education and/or Experience

Must have an Associate's degree (A.A. /A.S.) and 2 years of work related experience; or a High School

Diploma or general education degree (G.E.D.) and at least 2 years of related experience and/or

training.

## Language Skills

Must have the ability to speak clearly and effectively over the phone with callers. Must have great communication skills.

## Other Qualifications

Overtime, flexible work schedule and on call work status is not a normal requirement of this position, but may be assigned if necessary. Applicants must have a valid driver's license.

**Work Environment** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.