

**TOWN OF GEORGETOWN**  
**Customer Service Specialist**

The Town of Georgetown is accepting applications for the position of a Customer Service Specialist within the Planning Department.

Duties and responsibilities include routine and complex clerical, administrative, and technical work in the administration of the Planning Department

Essential duties and responsibilities include:

- Answering a multi-line phone system, transferring calls, taking messages while engaging with customers in a helpful and respectful manner.
- Assists the general public in receiving business license, rental license, building permit, Board of Adjustment and Planning Commission applications.
- Maintains scheduling for the Planning Department.
- Responsible for processing incoming and outgoing mail.
- Collect and process payments, records money and closes out daily cash receipts in accordance with established Town procedures.
- Types a variety of material when necessary, utilizing Microsoft Office.
- Performs other related municipal work as may be required.

Education/Experience/Qualifications:

- Bi-lingual (English and Spanish), encouraged, not required.
- High School Diploma.
- Money handling experience,
- Proficient in Microsoft Word, Excel, Outlook, and PowerPoint,
- Effective communication and customer service skills.
- Possession of a valid Delaware driver's license and clean driving record.
- Any combination of education, training and experience that provides the required knowledge, skills, and abilities.

This is an entry-level position with the opportunity for growth.

Applications and complete job descriptions are available on the Town's website [www.georgetowndel.com](http://www.georgetowndel.com) or at the Town Administrative Office, 37 The Circle, Georgetown, Delaware 19947 during normal business hours. You may contact the Town Office at (302) 856-7391 between 8:00 a.m. – 4:30 p.m.

Position open until filled.