



City of Montclair

Customer Service Representative/Office Specialist (Part-Time)

SALARY	\$21.44 - \$26.06 Hourly	LOCATION	Montclair, CA
JOB TYPE	Part-Time	JOB NUMBER	20260121
DEPARTMENT	Human Services	OPENING DATE	01/21/2026
CLOSING DATE	2/4/2026 6:00 PM Pacific	FLSA	Determined by Position
BARGAINING UNIT	N/A		

The contents of the job bulletin should not be construed as an implied contract. All information is subject to change and the City is not bound to any information or errors contained in the bulletin.

This posting may close earlier than the indicated closing date if an excessive number of applications is received. The closing date may also be extended, or the job may be re-posted if an insufficient number of applications is received during the initial posting period.

Job Description

***Applicants that meet the minimum requirements will be invited to take a written examination. Candidates passing the written examination will be invited to participate in a structured oral interview.**

Under general supervision, answers multiline telephone system; directs visitors; performs varied clerical, record-keeping, and copying duties; assists other front-desk employees; utilizes the recreation management and financial software, processes payments, performs data entry; types reports; collects and tracks forms; and does related work as required

Essential Job Duties

Answers multiline telephone system; responds to inquiries and directs calls to appropriate locations; takes messages and relays to proper parties; assists citizens at front desk; takes fees and generates receipts; prepares file folders; checks and tabulates statistical information; copies and collates material and uses various office equipment; ensures necessary supplies are stocked daily for duplicating machine and other office equipment; and makes office machine repair service calls; performs data entry for various programs by transcribing sign-in sheets; enrollment records; develops data reports using Microsoft office programs including Microsoft Excel. May perform duplicating machine operation duties or carry out a variety of bookkeeping functions, and performs other duties as assigned. Additionally, a Customer Service Representative/Office Specialist will be responsible for the recreation management and financial software. In this capacity, enrolls participants in recreation programs; processes payments; generates receipts; receives daily deposits from various programs; and assists residents over the phone with troubleshooting online recreation management software.

ORGANIZATIONAL RESPONSIBILITIES

This class reports to an assigned department supervisor or manager.

Qualifications, Knowledge, Skills, and Abilities

Knowledge of: Operation of multiline telephone system, cash register, photocopier, computer, shredder, and various other office equipment; simple filing methods and record-keeping methods; financial and statistical clerical work and a basic understanding of bookkeeping; proficiency in Microsoft Office programs and understanding of general office methods and procedures.

Skills/Abilities to: Operate various office and duplicating equipment; use proper English; understand oral and written instructions; type accurately; maintain high degree of accuracy and efficiency with minimum supervision; operate multiline telephone system; operate cash register; deal tactfully and politely with public and coworkers; make simple mathematical computations; and handle multiple tasks simultaneously in a calm and professional manner. Experience with Microsoft Word and Excel and being bilingual in Spanish/English is highly desirable.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting including use of standard office equipment, including a computer; to operate a motor vehicle; to visit various City sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, running, throwing, and stooping in the performance of daily activities, including leading recreational activities. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds.

EDUCATION AND EXPERIENCE

Graduation from High School or G.E.D. required. Two years of responsible clerical experience desirable.

LICENSE

Possession of a valid California driver's license and proof of insurability required.

Benefits

This position is not eligible for benefits.

The City of Montclair is an Equal Opportunity Employer.

Employer

City of Montclair

Address

5111 Benito Street

Montclair, California, 91763

Customer Service Representative/Office Specialist (Part-Time) Supplemental Questionnaire

***QUESTION 1**

Do you have a High School diploma or GED?

☐ Yes

☐ No

QUESTION 2

How many years of clerical experience do you have?

☐ None

☐ Less than 1 year

☐ 1 to 2 years

☐ 2 to 3 years

☐ 3 or more years

* Required Question