Position: Customer Services Representative (SR-11)

Organization description: The City and County of Honolulu (“City”) Office of Economic Revitalization (OER) was established by Mayor Kirk Caldwell to co-lead the coordination of the City’s response to the COVID-19 pandemic. OER ensures that COVID-19 testing is widely available and business practices are safe to help support O‘ahu’s fragile economy to remain open. OER also directly assists O‘ahu residents and businesses to find assistance and execute CARES-funded jobs and other programs. Additionally, OER is tasked with the development and transition O‘ahu over time to a more diversified and resilient economy.

Duties and responsibilities:
- Primarily serves as a City OER Service Center representative
- Receives and responds to inquiries via phone, email, website or other means concerning various City services, programs, policies, and laws relating to individual and business revitalization efforts
- Serve as reception and guide for walk-up individuals and businesses at a City economic revitalization hub
- Perform business education and outreach activities
- Administrative duties in support of OER programs and services
- Other related duties as may be assigned to ensure efficient operation of the City OER

Qualifications:
- Desire to provide a high-level of constituent and business service to the O‘ahu community
- Ability to deliver concise and accurate information in response to various inquiries in a professional and helpful demeanor
- Patience and empathy when dealing with constituents and/or businesses that may be experiencing challenging and difficult situations
- Basic computer and internet usage skills (e.g., quick searching to find information at new webpages and find information within webpages, as well as, recording/logging calls into call log and/or reports of violations)
- Self-motivation with the ability to do repetitive work with little supervision
- Willingness to accept on-going and frequent training to ensure the dissemination of accurate and timely information
- Good verbal and written communication skills
- Strong attention to detail
**Compensation:**
Starting salary of $16.36 per hour ($2,835 monthly).

**Employment duration:**
89-day contract to start as early as July 1, 2020 with possible renewal until December 31, 2020.

**To apply:**
To apply, please send a 1-2 page cover letter, current resume, and at least two current references to oer@honolulu.gov. Please highlight aspects of your experience that are relevant for this position and explain why you are interested in working with the City and County of Honolulu in this role.

**Deadline to apply:**
Applications will be accepted until all positions are filled.