



TOWN OF DUMFRIES
JOHN WILMER PORTER MUNICIPAL BUILDING
17739 MAIN STREET, SUITE 200
DUMFRIES, VIRGINIA 22026

Seeking applications for the following position:

Senior Customer Service Specialist

Salary, Benefits and Classification

\$31,000 - \$51,000 annually. This position is full-time permanent. The Town of Dumfries offers a full range of employee benefits including healthcare, retirement and training resources.

Position Description

This position will be responsible for delivering excellent direct customer service solutions in a friendly and knowledgeable manner. The selected applicant will be responsible for customer financial transactions utilizing multiple computer screens, cash drawers, credit card machinery, inventory materials and various applications.

Minimum Qualifications

- High School diploma or General Education Degree (GED)
- Must be U.S. citizen
- Must submit to criminal background check and credit check
- Must submit to pre-employment drug screening
- Must have experience working in a fast-paced environment
- Must have experience working in finance, accounting or cash handling environment

Preferred Qualifications

- Experience working for Department of Motor Vehicles
- Bi-lingual, particularly in Spanish and English

Americans with Disability Act Requirements

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of the job. Prospective employees are encouraged to discuss accommodations.

Physical Requirements and Working Environment

Due to the nature of work assignments, employees must be able to perform detailed work on multiple, concurrent tasks, with frequent interruptions and under time constraint. The essential duties of this classification may require the ability to regularly talk, hear, see, and perform repetitive motions; frequently reach and finger; and occasionally climb, balance, stoop, kneel, crouch, crawl, reach, stand, push, pull, lift, walk, grasp, and feel. In terms of the physical strength to perform the essential duties, this classification is considered to be sedentary, exerting up to 15 pounds of force occasionally, and a negligible amount of force frequently or constantly to move objects.

Please visit our website to complete the Town employment application:

<http://www.dumfriesva.gov/about-the-town/employment/>