



CITY OF STAMFORD

AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER
The City of Stamford is an equal opportunity/affirmative action employer
and strongly encourages the applications of women, minorities and persons with disabilities

OPEN COMPETITIVE EXAMINATION NO. 22-14

CUSTOMER SERVICE SPECIALIST – ADULT EDUCATION

Salary: \$32.21 - \$38.05 Hourly

POSITION: Under the general supervision of the Director of Adult Education or designee is responsible for providing a high degree of customer service related to Adult Education; assist students with the enrollment and assessment process; coordinate paperwork flow and documentation for Adult Education programs; expedites the response to electronic and telephone inquiries and service requests; undertakes other related work and assignments as required.

MINIMUM QUALIFICATION REQUIREMENTS: Graduation from an accredited college or university with an Associate’s degree in Business Administration, Communications, Human Services or related field, and five (5) years of progressively responsible experience in customer relations including extensive telephone service and use of computers OR any equivalent combination of education, training or experience as described above.

SCOPE OF EXAMINATION: There will not be a written examination. Qualified applicants will be ranked according to their education, training and experience. **Applicants are required to fully complete the application form and supplement, listing all related education, training and work experience.**

APPLICATION PROCESS: A completed City of Stamford Employment Application and Application Supplement “22-14” must be submitted or postmarked by **Friday, March 11, 2022 to hrrecruiting@stamfordct.gov or mailed to 888 Washington Boulevard, Stamford, Connecticut 06904.** Application and supplement can be obtained at www.stamfordct.gov. **Please note:** Applications of candidates who do not meet the stated position requirements will not be considered. **A resume and/or other correspondence will not be considered as equivalent to an application.**

The Human Resources Department provides reasonable accommodation to persons with disabilities in accordance with the Americans with Disabilities Act (ADA). If you need an accommodation in the application or testing process, please contact the Human Resources Division.

Issued: 2/25/22

<p>EMPLOYMENT BENEFITS:</p> <ul style="list-style-type: none"> • Health Plan and Hospitalization • Paid Vacations and Holidays • Retirement Plan • Group Life Insurance • Sick Leave <p>VETERAN’S PREFERENCE: Preferential Points may be given to Eligible Veterans. Check with the Department of Human Resources.</p>	<p>Applications are obtained from and submitted to DEPARTMENT OF HUMAN RESOURCES CITY OF STAMFORD 888 WASHINGTON BOULEVARD STAMFORD, CONNECTICUT 06904 TELEPHONE (203) 977-4070 www.stamfordct.gov</p> <hr/> <p>General Conditions for Job Announcements and Civil Service Information can be viewed at www.stamfordct.gov</p>	<p>CHANGE OF ADDRESS: It is your responsibility to notify the Department of Human Resources of any Change of Address on your application</p> <hr/> <p>PERSONNEL COMMISSION Marc Teichman Peter Nanos Carl Weinberg Beth Adamson Greg Oliver</p>
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