



# COUNTY OF HIDALGO

## Department of Human Resources

Job Title: **CALL CENTER SPECIALIST**  
Grade: 12

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*The County of Hidalgo Department of Human Resources reserves the right to select candidates considered to be the most highly qualified based on education and experience. The hiring department will interview and select the candidates provided by the Department of Human Resources.*

### **GENERAL DESCRIPTION**

One of the main goals of the Hidalgo County Precinct Office is to satisfy our constituents without compromising the positive culture and climate set by our administrative team. This position requires strong leadership, communication, problem-solving and networking skills.

### **EXAMPLES OF WORK PERFORMED**

Maintain the highest level of professionalism at all times

Address constituents' concerns regarding brush, livestock, road, alleys and easements via telephone, office walk-in visits, and/or trips to colonias and road sites

Receive and address all culvert pipe calls and work orders

Be aware of the Hidalgo County standards as they relate to road ways and the manner to adopt roads for the county

Be aware of the process that is necessary to assist the constituents in naming roads and also be able to identify and determine county roads, state roads and non-dedicated County roads

Be able to draft petitions to meet County standards to adopt roads for the purpose of 911 calls, or for the purpose of registering roads for the county

Be able to identify the various drain ditches

Be able to train staff

Performs related work as assigned

### **EDUCATION AND EXPERIENCE**

Associate's degree from an accredited college or university

Six (6) years in public administration or government experience

Two (2) years of related experience may be substituted for one (1) year of education

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## **CERTIFICATES, LICENSES AND REGISTRATION**

Must have a current valid Texas motor vehicle operator's license

Must be able to be insured by the County's insurance carrier

## **KNOWLEDGE, SKILLS AND ABILITIES**

Knowledge of office practices and administrative procedures

Skill in the use of standard office equipment and software

Ability to communicate effectively

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand. The employee is occasionally required to walk; sit; use hands to find, handle, or feel objects, tools or controls; reach with hands and arms; climb or balance; stoop and kneel.

The employee must occasionally lift and/or move over twenty-five (25) pounds. Specific vision abilities required by this job include close vision, depth perception, and the ability to adjust focus.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounter while performing the essential functions of this job.

The noise level in the work environment is usually moderate.

## **SAFETY REQUIREMENTS**

Maintain physical conditions appropriate to the performance of assigned duties and responsibilities which may include the following:

- sitting for extended periods of time
- standing for extended periods of time
- operating assigned equipment

Maintain mental capacity which permits:

- making sound decisions and using good judgment
- demonstrating intellectual capabilities

Effectively handle a work environment and conditions which involve:

- working closely with others
- working in a multi-task environment

Maintain effective audio-visual discrimination and perception needed for:

- making observations
- reading and writing
- operating assigned equipment
- communication with others

- required to follow the County of Hidalgo Accident Prevention Plan and department's safety regulations