



CITY OF *Sumter*  
SOUTH CAROLINA

**VACANT POSITION**  
Intern (Summer) – Front Desk Clerk  
Administration Department

**Job Purpose:** Under general supervision, serves as a first point of contact for residents and visitors by answering phone calls, greeting guests, and helping to direct individuals to the appropriate City of Sumter department, office, or resource.

- Answers the City switchboard phone promptly and in a courteous and professional manner.
- Transfers calls to the appropriate department, staff member, or service area.
- Greets all visitors and guests entering the building with directions or general inquiries.
- Takes clear messages and relays them to the appropriate staff member when necessary.
- Assists with light clerical or administrative tasks as assigned.
- Escalates urgent concerns or difficult situation to a supervisor when appropriate.
- Maintains a clean and organized reception area.

**Required Skills:**

- Friendly, approachable, and positive attitude.
- Excellent verbal communication skills.
- Strong active listening skills.
- Professional telephone etiquette.
- Patience when assisting a confused or frustrated caller.
- Confidence when speaking to the guests or visitors.
- Ability to maintain confidentiality and professionalism.
- Complete repetitive tasks with accuracy and consistency and accuracy.
- Work independently as well as collaboratively within a team environment.

**Minimum Qualifications**

- High school student, college student, or recent graduate (at least 16 years old).
- Basic computer knowledge (email, Microsoft Office, internet searches).
- Prior customer service experience is helpful but not required.
- Valid South Carolina driver's license or ID.

Deadline to Apply: **Open until filled**  
Apply online at [www.sumtersc.gov](http://www.sumtersc.gov) or  
mail resume with cover letter along with application to:  
City of Sumter Human Resources  
21 N. Main Street  
Sumter, SC 29150

The City of Sumter is an Equal Opportunity Employer and participates in E-Verify. E-Verify allows participating employers to verify the employment eligibility of their newly hired employees and the validity of their Social Security Numbers. E-Verify is operated by the Department of Homeland Security in partnership with the Social Security Administration.

This Notice is not intended to be an all-inclusive list of duties, knowledge, skills and abilities required to do the job. This is intended only to describe the general nature of the job. A more comprehensive list of duties, responsibilities and essential job functions is available in the job description.