

**JOB TITLE:** Customer Service Representative

**JOB NO:** CL015116

**JOB FAMILY:** Clerical

**FLSA:** Non-Exempt

**SAFETY SENSITIVE:** No

Job description statements are intended to describe the general nature and level of work being performed by employees assigned to this job title. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.

### **GENERAL SUMMARY**

To provide general clerical and customer service support to an assigned division; and to provide professional, effective and efficient public service assistance to the general public.

### **SUPERVISION**

General supervision is provided by the Senior Customer Service Representative or the Customer Service Supervisor.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Participate in a variety of customer service and clerical duties including assisting with the preparation and processing of billing and collection of services involving taxes, escrow, paving and herbage, providing receipts for customers as requested, preparing and processing billings and deposits for new and terminated accounts as assigned, assisting with verification of information involving meter reading for correct billing, adjusting account information as requested and processing payments to external business or governmental agencies.
2. Prepare and distribute work orders for meter readings and utility connections including new and revised accounts, meter maintenance, leakage, the termination of water service for delinquent accounts and establishment of water service for new accounts.
3. Prepare and review a variety of memorandums, correspondence, reports, public notices, permits and documents as assigned; complete various forms; prepare and distribute reports for review and use; prepare and maintain a variety of forms used by an assigned department or division.
4. Provide clerical support to assist designated division staff in the completion of their duties and responsibilities.
5. Screen and direct calls and visitors as appropriate; answer questions and provide information to the public including assistance regarding billings and payment schedules; refer citizen and client complaints and questions to appropriate department or division staff member for resolution.
6. Collect, sort and distribute incoming and outgoing mail.
7. Maintain a variety of files and filing systems; prepare, maintain and update various records; research and verify information as requested.
8. Prepare account materials and correspondence for distribution within the City and to the public including sorting, photocopying, mailing or faxing materials including billings.

## **OTHER DUTIES AND RESPONSIBILITIES**

1. Prepare and distribute tax certificates including tax history, current taxes and appraisal.
2. Prepare receipts for returned checks; prepare additional deposits; may prepare and process check requests; may act as a liaison for the division as requested.
3. Enter and verify data pertaining to the computer system including name and address changes.
4. Collect, sort and process incoming night deposit payments.
5. May prepare and record information for the court computer system including citation information and case dispositions; verify citation information including appropriate complaints with resulting citations.
6. Perform other duties as assigned.

## **MINIMUM JOB REQUIREMENTS**

### **EDUCATION**

High School Diploma or GED.

### **EXPERIENCE**

Six months of general clerical experience; type 35 wpm.

### **LICENSES AND CERTIFICATES**

None required.

## **KNOWLEDGE, SKILLS AND ABILITIES**

### **Knowledge of:**

Proper public contact and telephone etiquette.

Modern office procedures, methods and computer equipment.

English usage, spelling, grammar and punctuation.

Basic business letter writing and report preparation.

Basic principles and procedures of record keeping.

General bookkeeping practices.

Basic principles and practices of accounting.

### **Skill in:**

Typing various reports and correspondence.

Operating various types of office equipment including computers and adding machines.

### **Ability to:**

Tactfully respond to requests and inquiries from the general public.

Learn City and department policies and procedures.

Simultaneously perform a variety of clerical functions.

Establish and maintain cooperative working relationships with those contacted in the course of work.

Prepare and review a variety of correspondence and reports.

Communicate clearly and concisely, both orally and in writing.

Flexibly adapt to a variety of work situations and interruptions.

Type at a speed necessary for successful job performance.

Work independently in the absence of supervision.

Pass a medical physical examination.

### **PHYSICAL REQUIREMENTS/ WORK ENVIRONMENT**

Maintain effective audio-visual discrimination and perception needed for:

- *making observations*
- *reading and writing*
- *communicating with others*
- *operating assigned equipment.*

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

- *sitting for extended periods of time*
- *lifting objects up to 34 lbs.*

\_\_\_\_\_  
Director of Human Resources

\_\_\_\_\_  
Date

\_\_\_\_\_  
Department Director

\_\_\_\_\_  
Date

**DATE ISSUED: February 1993**

**REVISION DATE:**