

JOB DESCRIPTION

JOB TITLE: Senior Customer Service Representative

JOB NO: CL038126

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 oversee, assign, review and participate in work of clerical staff and perform a wide variety of highly responsible and customer service duties; to provide professional, effective and efficient public service assistance to the general public; and to provide highly responsible clerical support to an assigned division.

SUPERVISION

General supervision provided by the Customer Service Supervisor.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. 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; provide clerical support to assist designated division staff in the completion of their duties and responsibilities.
2. Oversee, prioritize, assign and review the work of staff involved in the customer service function; provide training and direction as needed.
3. Answer questions and provide information to the public concerning complaints and questions when referred by clerical staff.
4. Prepare and process a variety of clerical duties for the customer service function including processing and collecting fees, payments and deposits; verify a variety of information and adjust account information.
5. Maintain a variety of files and filing systems; prepare, maintain and update various records; research and verify information as requested.

OTHER REQUIRED DUTIES AND RESPONSIBILITIES

1. May maintain work and leave time records for various personnel; maintain and update personnel files as needed.
2. May participate in a variety of activities involving travel between various City facilities and to other related external business and government agencies which may include collecting and distributing mail.
3. Open secured areas as assigned.
4. Sort and distribute incoming and outgoing mail.
5. May collect and process returned checks including logging and balancing accounts, contacting customers and filing unpaid returned checks with the county.

6. Prepare account materials and correspondence for distribution within the City and to the public including sorting, photocopying, mailing or faxing material.
7. May assist with the preparation, processing and collection of utility bills including new, delinquent and terminated commercial accounts and fire hydrant customers; assist with verification of information including meter reading for correct billing; adjust account information including refunds as requested.
8. May assist with the preparation, processing and collection of herbage bills and tax statements and payments including delinquent statements; issue refunds for duplicate or overpayment of taxes; provide information and assistance to City attorneys on delinquent accounts.
9. May maintain and monitor City vehicles and credit cards; may issue meters to public including building contractors.
10. May maintain and monitor budget and expenditure records; may assist and provide independent auditors with information and records.
11. May order and maintain office supplies and associated materials including meter parts.

OTHER REQUIRED DUTIES AND RESPONSIBILITIES

1. May provide potential customers with service information including determining needs, quoting prices and suggesting types of services.
2. May answer emergency calls pertaining to the Public Services Department.
3. May schedule daily operations including roll calls, assignments and service priorities.
4. May assist with the preparation, processing and collection of sanitation billing including permanent stationary compaction; prepare payments for utility bills including confirming purchase orders, releasing orders and preparing vouchers.
5. May serve as a notary public; notarize a variety of documents related to City business.
6. May provide public service information to special interest groups including the Environmental Protection Agency and Hazardous Household Waste Task Force.
7. Perform other duties as assigned.

MINIMUM JOB REQUIREMENTS

EDUCATION

High School Diploma or GED.

EXPERIENCE

One year of increasingly responsible clerical experience; type 35 wpm. Six months of supervisory or lead experience when assigned to Tax Department.

LICENSES AND CERTIFICATES

None required.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

Principles and practices of functional and technical supervision and training.

Proper public contact and telephone etiquette.

English usage, spelling, grammar and punctuation.

General bookkeeping practices.

Principles and procedures of record keeping.

Basic principles and practices of accounting.

Modern office procedures, methods and computer equipment.

Skill in:

Typing various reports and correspondence.

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

Ability to:

Supervise and train assigned staff.

Tactfully respond to requests and inquiries from the general public.

Flexibly adapt to a variety of work situations and interruptions.

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

Maintain effective audio-visual discrimination and perception needed for:

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

Organize work for timely completion.

Provide prompt, courteous service to customers.

Compose, prepare and review a variety of correspondence and reports.

Communicate clearly and concisely, both orally and in writing.

Pass a medical physical examination.

Meet the City's driving standards.

Director of Human Resources

Date

Department Director

Date

DATE ISSUED: February 1993