

CUSTOMER SERVICE REPRESENTATIVE I/II

I. Position Identification:

- A) Title: Customer Service Representative I/II
- B) Bargaining Unit: Public Employees Union, Local #1
- C) Customary Work Hours: 8:00 a.m. until 5:00 p.m.
- D) Customary Work Days: Monday through Friday
- E) Reports To: Customer Service Manager
- F) Directs the Work of: None
- G) Educational and/or Experience Requirements:

Any relevant combination of education and experience that would demonstrate the knowledge and skill outlined below is qualifying. A typical way of gaining the skills is:

Customer Service Representative I:

Education: High School diploma or equivalent.

Experience: At least one (1) year of recent, full-time cashiering, customer service or related financial recordkeeping experience, with a strong emphasis on communication and customer service.

Customer Service Representative II:

Education: High School diploma or equivalent.

Experience: At least two (2) years of recent, full-time cashiering, customer service or related financial recordkeeping experience, with a strong emphasis on communication and customer service.

H) Licenses and/or Certificates Required: None required.

II. FLSA Status: Non-Exempt

III. Position Summary:

Under supervision, performs a variety of customer service duties including receiving and issuing receipts for money, utility billing, building permits, business licensing, and parking citations; responds to requests and inquiries within scope of authority and performs other related work as required.

Customer Service Representative I: This is the entry level of the customer service series, and employees in this classification work under close and continuous supervision, performing a group of repetitive or closely related duties according to established procedures. Generally, work is observed and reviewed both during its performance and upon completion. The Customer Service Representative I classification is considered to be an on-the-job training position.

Customer Service Representative II: This is a journey-level class of the customer service series, and positions are normally filled by advancement from the classification of Customer Service Representative I, or when filled by the outside, requires customer service experience. Incumbent works under general supervision and within a framework of established procedures, is expected to perform a variety of duties with only occasional instruction or assistance. Adequate performance at this level requires the knowledge of departmental procedures and precedence and the ability to choose among a limited number of alternatives in solving routine problems. A Customer Service Representative II is expected to work productively even in the absence of supervision. Work is normally reviewed only on completion and for overall results.

IV. Essential Functions:

Incumbents may be assigned to varying work schedules, weekend work and be called back to work as needed by the City.

1. Provides over-the-counter customer service, including the collection of utility and permit charges, parking citations, license fees and other services; issues receipts and verifies balances.
2. Provides customers with general and technical information and answers questions within scope of authority.
3. Prepares daily cash summary and balances cash drawer.
4. Posts, verifies, assembles, tabulates and compares statistical and financial data and inputs data into computer.
5. Maintains financial records; schedules, indexes and files bills, vouchers, warrants and other records; makes arithmetical calculations and verifies various statistical reports.
6. May review work to verify compliance to codes and regulations.

7. Responsible for carrying out the mission of the City and the department and adherence to the City's and departmental organizational values.

Customer Service Representative II (In addition to those duties as previously outlined):

1. May independently respond to requests for information.
2. Resolves problems and complaints involving customers' fees, payments and other service related issues.
3. Receives, reviews and processes citations or business licenses according to City policies and procedures.
4. Prepares and issues permits and documents the transaction.
5. Processes utility billing; edits bill batches for exceptions; compares accounts to rate schedule standards; verifies accounts for accuracy; approves bill batches according to assigned rate schedules.

V. Job Related and Essential Qualifications:

Note: The required level and scope of the following knowledge and skills relate to the level of the position as defined in the class characteristics.

A. Knowledge of:

- Principles, practices and terminology used in bookkeeping and cash handling.
- Modern office procedures, practices and equipment.
- Effective customer service practices and procedures.
- Computer applications and operations related to the maintenance of fiscal records and customer databases.

B. Skills at:

- Following oral and written directions and maintaining accurate records.
- Performing mathematical calculations with speed and accuracy.
- Interpreting customer needs and assisting with difficult requests.
- Working with limited supervision to service City customers.

C. Ability to:

- Maintain regular and predictable attendance.
- Collect money and maintain accurate records.
- Identify with department and City goals and objectives and understand City priorities and needs.
- Accept the input of supervisors and co-workers as well as provide input, and be a genuine team player.
- Establish and maintain cooperative working relationships with co-workers and the general public.

Customer Service Representative II:

A. Knowledge of:

- Departmental work processing policies, techniques and procedures.
- Applicable statutes, rules, ordinances, codes and regulations.

B. Skills at:

- Interpreting customer needs and assisting with difficult requests.
- Working without supervision to service City customers.

C. Ability to:

- Maintain a regular and predictable attendance.
- Choose among a limited number of alternatives in solving routine problems.
- Recognize, prioritize and accomplish needed tasks.

VI. Physical Demands/Qualifications:

1. Mobility to work in a standard office environment and use standard office equipment (computers, scanners, copiers, etc.).
2. Vision sufficient to read handwritten and printed materials and a computer screen.
3. Hearing and speech sufficient to understand conversations, both in person and on the telephone.
4. Ability to lift objects up to 25 pounds without assistance.

NOTE: Some accommodations may be made for some physical demands for otherwise qualified individuals who require and request such accommodations.

VII. Non-Physical Demands/Qualifications:

1. Communicate information clearly and effectively on a number of different levels, both verbal and written.

VIII. Environmental Conditions:

1. Working conditions in the office are clean, well lit and free from extremes of temperature and humidity.

IX. Other duties and requirements:

This class description lists the major duties and requirements of the job and is not all-inclusive. Not all duties are necessarily performed by each incumbent. Incumbents may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.