



## Customer Service Representative Administration

ADM/5

### JOB SUMMARY

This position provides customer service support for city operations.

### MAJOR DUTIES

- Answers telephone and greets visitors; provides information and assistance.
- Receives and processes property tax, utility, and occupational tax payments.
- Receives and processes daily cash reports from the Police Department.
- Balances cash drawer daily and prepares reports.
- Assists new customers with the completion of paperwork.
- Assists with the sale of burial plots.
- Prepares the monthly Water Pollution Control Plant reports.
- Prepares hand-held meter reading devices for use.
- Uploads data from hand-held devices.
- Processes monthly utility bills.
- Prepares monthly, quarterly and annual recurring invoices for payment; resolves invoice discrepancies.
- Assists with month-end closings.
- Prepares manual checks as required.
- Maintains and updates vendor files.
- Maintains and organizes purchase orders.
- Maintains office supply inventory; reorders as needed.
- Performs other duties as assigned.

### KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of customer service policies and procedures.
- Knowledge of computers and job related software programs.
- Knowledge of accounts receivable and accounts payable processes and policies.
- Skill in the analysis of problems and the development and implementation of solutions.
- Skill in the preparation of clear and precise reports.
- Skill in oral and written communication.

### SUPERVISORY CONTROLS

The City Clerk assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

### GUIDELINES

Guidelines include department policies and procedures. These guidelines are generally clear and specific, but may require some interpretation in application.

#### **COMPLEXITY/SCOPE OF WORK**

- The work consists of related customer service duties. Frequent interruptions contribute to the complexity of the position.
- The purpose of this position is to provide customer service support for city operations. Success in this position contributes to the efficiency and effectiveness of city operations.

#### **CONTACTS**

- Contacts are typically with co-workers, other city employees, customers, vendors, and members of the general public.
- Contacts are typically to provide services, to give or exchange information, or to resolve problems.

#### **PHYSICAL DEMANDS/ WORK ENVIRONMENT**

- The work is typically performed while sitting at a desk or table.
- The work is typically performed in an office.

#### **SUPERVISORY AND MANAGEMENT RESPONSIBILITY**

None.

#### **MINIMUM QUALIFICATIONS**

- Ability to read, write and perform mathematical calculations at a level commonly associated with the completion of high school or equivalent.
- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.