



CITY OF JASPER

JOB DESCRIPTION

A. IDENTIFICATION INFORMATION

1. Job Title: CUSTOMER SERVICE REPRESENTATIVE I

2. Department: Finance/Water Administration Division: N/A

3. FLSA Classification: Non-Exempt Pay Grade: N/A

B. INTRODUCTORY STATEMENT

Under the general direction of the Finance Director and/or their designee perform administrative/clerical functions. These duties include but are not limited to performing a variety of customer service tasks such as opening and closing customer accounts; answering phone calls; providing assistance and information to customers; resolving account problems and correcting applicable records; receiving and processing payments to accounts; balances daily receipts; and preparing daily bank deposits.

C. ESSENTIAL JOB FUNCTIONS

1. Represents the City to customers in a professional and customer friendly manner; responds to customer inquiries and complaints in person, by telephone or email and provides information; provides for the resolution of unusual billing and customer cost situations by conducting the appropriate research.
2. Receives and screens visitors and telephone calls; takes messages, directs the caller to the proper office/person, or provides factual information or resolution regarding City and departmental activities and functions requiring the application and explanation of rules, policies, and procedures when appropriate.
3. Receives customer payments in person, electronically, via the phone, dropbox or by mail; makes changes and issues receipts; balances cash receipts, processes mail payments, develops totals, prepares deposit documents and end-of-day reports and may deliver daily bank deposits.
4. Create (opens) new accounts and closes accounts when needed; reviews new account information for accuracy and verifies closing accounts' contact information as appropriate.
5. Operates standard office equipment, including job-related computer hardware and software applications facsimile equipment, multi-line telephones; and may operate other equipment specific to the department.
6. Prepares and processes Service Work Orders.
7. Receives, sorts, and distributes incoming mail; prepares outgoing mail and ensures that mail is sent in a timely manner.
8. Assist in reviewing leak alarms daily.
9. Prepare memoranda, letters, email and other correspondence as needed and/or requested.
10. Performs related duties as assigned.

D. JOB FACTOR SPECIFICATIONS

1. Job Requirements

a. Knowledge Skills and Abilities

1. Knowledge of practices and procedures related to accounting for receipts and the maintenance of customer accounts
2. Knowledge of basic business arithmetic
3. Knowledge of modern office procedures, methods, and equipment including proficiency with a personal computer and Microsoft Office.
4. Knowledge of city and departmental policies and procedures.
5. Knowledge of computers and job-related software programs
6. Skill in prioritizing and organizing work.
7. Ability to provide a high level of customer service by effectively dealing with the public, vendors, contractors and City Staff.
8. Ability to handle a diverse set of customer comments, inquiries and complaints in a polite and professional manner.
9. Ability to deal with a variety of interpersonal styles and personalities in an appropriate and diplomatic manner.
10. Ability to make mathematical computations rapidly and accurately.
11. Ability to find and reconcile discrepancies in balancing accounts
12. Ability to type and enter data at a speed necessary for successful job performance.
13. Ability to organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
14. Ability to operate a 10-key calculator by touch.
15. Ability to establish and maintain a variety of filing, recordkeeping, and tracking systems.
16. Ability to exercise good judgment, flexibility, creativity, and sensitivity in response to changing situations and needs.
17. Ability to be detail oriented and accurate with numbers and information.
18. Ability to demonstrate a willingness to learn new tasks.
19. Ability to understand and follow oral and written instructions.
20. Ability to communicate clearly and concisely, both orally and in writing.
21. Ability to establish and maintain effective working relationships with those contacted in the course of work.

2. Responsibility

- a. This position has no supervisory responsibility.

3. Personal Work Relationships

- a. Contacts are typically with co-workers, elected and appointed officials, business owners, representatives of other governmental agencies and the general public.
- b. Contacts are typically to exchange information, resolve problems and provide services.

4. Physical Effort and Work Environment

- a. The work is typically performed in an office setting which requires sufficient physical ability and mobility to operate office equipment. Continuous sitting and upward and downward flexion of neck; fine finger dexterity; light to moderate finger pressure to manipulate keyboard, equipment controls and office equipment; pinch grasp to manipulate writing utensils.
- b. Frequent side-to-side turning of neck, walking, standing, bending, stooping, pushing/pulling, and twisting at the waist; moderate wrist torque to twist equipment knobs and dials; lifting objects weighing up to 20 lbs. from below the waist to above the shoulders and transporting distances up to 50 yards. Occasional squatting, kneeling, and reaching above and at shoulder height; moderate grasping to manipulate reference books and manuals; lifting objects weighing 25 lbs. from below the waist to above the shoulders and transporting distances up to 50 feet.
- c. Vision to see in a normal visual range with or without corrections; vision sufficient to read computer screens and printed documents and to operate equipment.
- d. Hearing in a normal audio range with or without correction.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

5. Guidelines

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

6. Complexity and Scope of Work

- a. The work consists of related administrative duties. Frequent interruptions contribute to the complexity of the position.
- b. The purpose of this position is to provide customer service and administrative support to a variety of departments within the city. Successful performance contributes to the efficiency and effectiveness of those operations.

7. Minimum Qualifications

- a. Knowledge and level of competency commonly associated with completion of specialized training in the field of work, in addition to basic skills typically associated with a high school education or GED equivalency.
- b. Sufficient experience to understand the basic principles relevant to the major duties of the position, including clerical accounting experience that involved providing assistance to the public which is usually associated with having had a similar position for a minimum of one to two years.

8. Supervisory Controls

- a. The Finance Director and/or their designee assigns work in terms of general instructions and spot checks completed work for compliance with procedures and accuracy.

In accordance with City of Jasper's Substance Abuse Policy all job applicants offered employment will undergo testing for the presence of illegal drugs and alcohol as a condition of employment. In the course of employment, employees are subject to random, reasonable suspicion, post-accident, and routine fitness for duty testing for illegal drugs and alcohol abuse. Employees are prohibited to work under the influence, to possess, to distribute, or to sell illegal drugs in the workplace or abuse alcohol on the job. Confirmed positive is reason for denial of employment and/or termination.

E. APPROVAL SIGNATURES

I have received a copy of this job description for the position that I will be performing for the City of Jasper. I understand that it is my responsibility to familiarize myself with the information provided and agree to perform these job duties to the best of my ability and for the annual salary that is provided to me.

I understand that the information is subject to change as situations warrant and that changes supersede, modify or eliminate the current job description. Changes will be communicated to me through a revised job description. I accept my part of the responsibility for keeping informed of these changes and continuing to perform my job duties as assigned to me. Should I feel that I can no longer perform my job as it is described I will inform my employer in writing.

Employee (print)

Employee (signature)

Date

Department Head (print)

Department Head (signature)

Date

City Manager (print)

City Manager (signature)

Date