



**JOB DESCRIPTION/JOB POSTING**  
AN EQUAL OPPORTUNITY EMPLOYER M/W/D

<b>DEPARTMENT:</b>	<b>Community and Economic Development</b>
<b>DIVISION:</b>	<b>Building and Inspection Services</b>
<b>POSITION TITLE:</b>	<b>Customer Service Representative (Temporary)</b>
<b>PAY GRADE / RANGE:</b>	<b>\$20 per hour</b>
<b>FLSA STATUS:</b>	<b>Non-Exempt</b>
<b>OPENING DATE:</b>	<b>February 5, 2018</b>
<b>CLOSING DATE:</b>	<b>February 19, 2018</b>

To apply for this position, please visit the City of Evanston's website at [www.cityofevanston.org](http://www.cityofevanston.org)  
This is a temporary position scheduled for up to 27.5 hours per week with no benefits.

**NATURE OF WORK:**

The Customer Service Representative (CSR) is responsible for all customer contacts received by phone, in writing and in person, establishing and maintaining relationships with customers on behalf of the City. The CSR will take personal and complete responsibility for each customer contact by ensuring that customer needs are met. This position involves a high level of internal and external customer contact on a daily basis. The CSR provides internal service for departments regarding all front-line customer related functions. The CSR must convey to the customer a sense of expertise in our services and capabilities. The CSR also serves as an external educator to our community and customers. The CSR is responsible for communicating and functioning within City policies and procedures.

CSR's function in various departments including but not limited to Fire/Police Alarm Permit and False Alarm payment processing; Sign, Rooming House, Elevator, Apartment Building Owner Registration; RPZ Annual Registrations; Animal and Vehicle license payment processing; building permit processing; birth and death certificate recording and distribution; Senior Taxi Cab program processing, and all miscellaneous department generated invoices.

**ESSENTIAL FUNCTIONS OF WORK** (Specific assignments by department are detailed below):

- Assists and responds to customers via telephone, email and in person in a prompt and courteous manner.
- Directs Media, City Council members and Public Officials to the appropriate Division or Department manager.
- Documents customer interactions within the assigned computer system.
- Guides complaint resolution to ensure that proper and satisfactory resolution is obtained.
- Report any and all out-of-line conditions affecting customer satisfaction.
- Processes payments and track receivables for all invoices and or applications sent by various City Departments using specialized software.
- Enters and creates cases in the Division databases including complaints; disseminates complaint information details to Supervisors & Inspectors in person and by telecommunication.
- Schedules inspection appointments as needed using a format prescribed by management.
- Consolidates and programs all licensee billing issues into the permit tracking system.
- Reviews applications/requests to determine bond and licensing requirements.
- Identifies areas requiring authorization, e.g., zoning, electrical, structural, plumbing, etc. and routes applications and plans for analysis and approval.
- Issues permits and licenses, seeking required approval(s) when necessary.
- Determines permit fees from a schedule, and obtains authorization and initiates permit refunds.
- Utilizes the permit tracking system (PAL) and other Division databases, acting as a subject matter expert in areas of concentration.
- Performs as a cashier as necessary; input payment to the cashiering system using the customized software.
- Interprets procedures for customers.
- Confers with staff to resolve procedural problems in tracing sources of error.
- Traces source and correct customer accounts for errors in billing rates, misapplied credits, or identifying information, such as name and address received from customers.
- Reviews and corrects customer accounts; determine under/over payments.
- Sends out all required notices
- Performs day-to-day administrative tasks such as maintaining information files and processing paperwork.
- Provides information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Compiles, codes, categorizes, calculates, tabulates, audits, or verifies information or data.
- Performs other duties as assigned or required.

**MINIMUM REQUIREMENTS OF WORK:**

- Must possess a high School diploma, GED, or higher.
- Must possess four (4) or more years of progressively responsible work experience in a clerical or administrative position.

- Knowledge, skills, and abilities in the following areas:
  - Proven verbal and written communication skills
  - Strong interpersonal skills and the ability to deal effectively in a team environment and the ability to establish and maintain effective working relationships with diverse group of individuals including supervisors, co-workers, and the public
  - Ability to add, subtract, multiply and divide all units of measure; to perform the four operations with like or common decimal fractions, in particularly related to the operations involving monetary units
  - Ability to read aging report and other documents as relate to collections
  - Proficient in the use of personal computers and related software applications specifically; Microsoft Office Word, Excel, and Outlook.
  - Ability to read, understand and interpret manuals, ordinances, written policies and procedures, statutes, rules, regulations, memos, letters, reports, and legal documents. As well as the ability to read maps.

**PHYSICAL REQUIREMENTS OF WORK:**

Mostly sedentary work occasionally exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. May involve walking or standing for brief periods of time. The worker is subject to inside environmental conditions: protection from weather conditions but not necessarily from temperature changes. No environmental hazards indicated for this classification.

**SUPERVISION:**

Work is performed under the general direction of the Building and Inspection Services Division Manager. Assignments may vary from day to day, however primarily routine. Assignments can be either verbal or written, with the employee determining proper procedure and work methods and is responsible for completing the work according to City work rules and safety regulations. Work is reviewed through ongoing observation, written and verbal communication, meetings and feedback from supervisors and other department employees. Guidance is provided through rules and regulations, policies and procedures, Personnel Rules and OSHA. Work is evaluated at least annually for the safe and skilled utilization of equipment, quality of tasks, adherence to work rules, and performance in accordance with the classification standard.

**PUBLIC CONTACT:**

This person has regular and frequent contact with all levels of internal staff as well as contact with the public at large.

**Chosen candidates will be required to provide proof of licenses, certifications, and education required for this position. Candidates will also be subject to qualifying pre-employment processes, including medical examination, drug/alcohol screen, employment verification, and criminal background check.**

*The City of Evanston is an equal opportunity employer and ensures against discrimination in employment on the basis of a person's race, color, sex, age, religion, disability, national origin, ancestry, sexual orientation, marital status, parental status, military discharge status, source of income, housing status, or gender identity. The City of Evanston is also committed to accessibility for persons with disabilities. Any person needing mobility or communications access assistance should contact Human Resources at 847-448-8204 (voice) or 847-448-8052 (TTY).*