

CUSTOMER RELATIONS CLERK

JOB DEFINITION

A skilled clerical position responsible for cash receipts and customer service. This position consists of general clerical and basic accounting duties, utilizing computerized cash register, related office equipment and meeting the general public. Under the direct supervision of the Customer Service Manager.

PRINCIPLE DUTIES

Performs clerical tasks utilizing computerized office equipment, other business machines and their general applications. Some examples of these duties are:

- Receives, records, classifies and accounts for all money.
- Handles customer complaints.
- Employs current fees and rate schedules.
- Compiles statistical and other data, invoices and work orders.
- Files correspondence, records and reports.
- Types letters, forms and reports.
- Maintains and is proficient in the operation of office machines.
- Calculates and accounts for all money received.
- Operates computerized cash register, computer, typewriter, calculator, copier, telephone, radio and other office machines.
- Coordinates and dispatches work orders with service personnel.
- Enters data into computer relating to utility services, taxes, business license, building permits and other miscellaneous services.
- Other duties as assigned from time to time.

JOB QUALIFICATIONS

- Must be at least 18 years of age.
- Minimum education of a high school diploma or equivalent plus one (1) year of vocational training in computer operations or an equivalent combination of education, experience and training.
- Must have at least one year experience as a cashier, customer service clerk or similar position responsible for handling and accounting for large sums of money.

Initials _____

- Must have a general knowledge of basic accounting.
- Skilled in both written and oral communications, including grammar and spelling, with the ability to express ideas clearly and concisely.
- Must complete a city employment application packet.
- Must pass a background check including job related credit check, personal and previous employment references.
- Must possess, or have the ability to obtain, a valid Georgia Driver's license with a clean driving record.
- Must pass a job related physical examination.
- Must be able to work department hours including overtime when necessary.
- Must be able to travel out of town, including overnight stays, to attend classes, training, workshops, seminars or other work-related events.
- Must be able to establish and maintain an effective working relationship with other employees, supervisors and general public.
- Must know, or have the ability to easily learn, the physical layout of the city and adjacent areas.
- Must be capable of being bonded.

DESIRED JOB CHARACTERISTICS

- Punctual and dependable with an excellent attendance record.
- Neat and clean personal appearance.
- Self- Starter.
- Self- Motivated.

Signature

Date