



Customer Service Representative

Finance

FIN/7

JOB SUMMARY

This position performs customer service and clerical duties in support of department operations.

MAJOR DUTIES

- Processes in-person utility, permit, tax, cemetery, employee insurance, and other payments in the form of cash, checks, or credit cards; issues receipts and maintains related records.
- Processes payments received via mail.
- Receives and processes payments for the Municipal Court; prepares related reports and forwards to City Clerk.
- Receives, sorts, enters, and processes payments received in night deposit box and by mail.
- Answers telephone and greets visitors; provides information and assistance; refers to appropriate personnel.
- Operates and balances cash drawer.
- Files daily receipts.
- Prepares work orders.
- Provides customers with appropriate forms and sets up new customer accounts; processes final accounts and transfers.
- Makes bill adjustments as warranted.
- Directs voicemail to appropriate personnel.
- Performs related duties.

KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of computers and job-related software programs.
- Knowledge of customer service principles and practices.

- Skill in the operation of modern office equipment.
- Skill in customer service.
- Skill in planning, organization, and decision making.
- Skill in oral and written communication.

SUPERVISORY CONTROLS

The Finance Director 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 city and 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 clerical and customer service duties. The unique needs of each customer contribute to the complexity of the position.
- The purpose of this position is to provide clerical and customer service support for department operations. Successful performance contributes to the efficiency and effectiveness of those operations.

CONTACTS

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

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.