

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. This position is under the direct supervision of the Customer Service Supervisor. In the absence of the Customer Service Supervisor this position will report directly to the Assistant Finance Director.

PRINCIPLE DUTIES

Perform clerical tasks utilizing computerized office equipment and other business machines. Understand their general applications and interacting with the general public. Some examples of these duties are:

- Receive, record, classify and account for all payments.
- Enter data into computer relating to utility services, taxes, business license, building permits and receive payments for these services.
- Calculate and account for all money received, balancing daily.
- Open new accounts, complete transfers, and close accounts for customers.
- Handle customer inquiries.
- Create, coordinate and dispatch work orders with service personnel and tract work orders to completion.
- Compile statistical and other data, invoices and work orders.
- Employ current fees and rate schedules.
- File correspondence, records and reports.
- Operate computerized cash register, computer, typewriter, calculator, copier, telephone, radio and other office machines.
- Type letters, forms and reports.
- 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.
- 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	
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REVISED	7/92	10/97	7/01	11/14	12/15	10/17		
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JOB TITLE	CUSTOMER RELATIONS/FIN
JOB CODE	CUST REL
EEO CLASS	ADMIN SUPP WORKERS
EEO4 FUNCTION	FINANCIAL ADMINISTRATION
GRADE	10

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PHYSICAL DEMANDS & EXPOSURES
FOR
FINANCE DEPARTMENT / CUSTOMER RELATIONS SERVICE CLERK

TOTAL NUMBER OF HOURS SPENT, OR COULD BE SPENT ON THE JOB IN THE FOLLOWING ACTIVITIES:

<i>SITUATION</i>	<i>AT ONE TIME</i>	<i>ENTIRE WORK DAY</i>
SITTING:	3 TO 4 HOURS	6 TO 7 HOURS
STANDING:	1 TO 3 HOURS	5 TO 7 HOURS
WALKING:	.25 HR OR LESS	.50 HR OR LESS

REPETITIVE USE OF HANDS:

{OPERATION OF OFFICE MACHINES, DRIVING}

<i>SITUATION</i>	<i>SIMPLE GRASPING</i>	<i>PUSHING / PULLING</i>	<i>FINE MANIPULATION</i>
RIGHT:	YES	YES	YES
LEFT:	YES	YES	YES

REPETITIVE USE OF FEET:

{FREQUENCY OF THE FOLLOWING ACTIVITIES ON JOB}

<i>SITUATION</i>	<i>RESULTS</i>
RIGHT:	YES
LEFT:	YES
BOTH:	YES

FREQUENCY OF THE FOLLOWING ACTIVITIES ON THE JOB:

<i>LIFTING:</i>	<i>OCCASIONALLY</i>	<i>FREQUENTLY</i>	<i>CONTINUOUSLY</i>
UP TO 15 LBS.:	X		
16 TO 30 LBS.:	X		
31 TO 50 LBS.:	NOT APPLICABLE		
50 PLUS LBS.:	NOT APPLICABLE		

<i>CARRY:</i>	<i>OCCASIONALLY</i>	<i>FREQUENTLY</i>	<i>CONTINUOUSLY</i>
UP TO 15 LBS.:	X		
16 TO 30 LBS.:	NOT APPLICABLE		
31 TO 50 LBS.:	NOT APPLICABLE		
50 PLUS LBS.:	NOT APPLICABLE		

<i>REACH:</i>	<i>OCCASIONALLY</i>	<i>FREQUENTLY</i>	<i>CONTINUOUSLY</i>
ABOVE SHOULDER:	X		
CHEST LEVEL:	X		

<i>PSYCHOLOGICAL DEMANDS:</i>	<i>OCCASIONALLY</i>	<i>FREQUENTLY</i>	<i>CONTINUOUSLY</i>
MENTAL STRESS:	X		
WORKING W / OTHERS			X

**PHYSICAL DEMANDS & EXPOSURES
FOR
FINANCE DEPARTMENT / CUSTOMER RELATIONS SERVICE CLERK**

<i>SITUATION:</i>	<i>OCCASIONALLY</i>	<i>FREQUENTLY</i>	<i>CONTINUOUSLY</i>
BEND:	X		
SQUAT / CROUCH:	X	X	
CLIMB:	NOT APPLICABLE (COULD STEP UP TO RETRIEVE)		
TWIST / TURN	X		

{TELEPHONE, COMPUTER, DRIVING}

<i>AUDIO / VISUAL NEEDS:</i>	<i>OCCASIONALLY</i>	<i>FREQUENTLY</i>	<i>CONTINUOUSLY</i>
HEARING:			
NEAR VISION:			
FAR VISION:		X	
*PERIPHERAL VISION:	* ONLY AS APPLIES TO DRIVING		
*COLOR DISCRIMINATION:	* ONLY AS APPLIES TO DRIVING		
*DEPTH PERCEPTION:	* ONLY AS APPLIES TO DRIVING		

<i>OTHER:</i>	<i>CONSEQUENCES</i>
EXPOSURE TO HUM OR ELECTRONIC MACHINES, VIDEO SCREENS, AND OTHER OFFICE MACHINE & EQUIPMENT. CONTACT WITH THE PUBLIC, HANDLING MONEY.	

PLEASE SIGN AND DATE BELOW, ACKNOWLEDGING THAT YOU HAVE READ AND UNDERSTAND THE ATTACHED JOB DESCRIPTION AND PHYSICAL DEMANDS AND EXPOSURES FORMS, AND THAT YOU CORRECTLY ANSWERED THE LAST QUESTION ON PAGE TWO (2) OF THE EMPLOYMENT APPLICATION FORM AS RELATED TO THIS INFORMATION.

SIGNATURE

DATE