

**CUSTOMER SERVICE REPRESENTATIVE
110-2**

GENERAL DESCRIPTION

This is responsible clerical work of considerable difficulty and varied nature providing clerical, typing, and administrative support within the Finance Department.

REPORTING RELATIONSHIPS

Reports to: Management Trainee
Finance Director

ESSENTIAL POSITION FUNCTIONS

1. Compiles and prepares fiscal and other types of reports and spreadsheets.
2. Receives telephone calls and provides assistance and information pertinent to the department.
3. Operates a variety of general office equipment.
4. Makes copies and post lists, schedules, and other materials.
5. Assists with fiscal operations.
6. Backup on preparing weekly payroll using time sheets and distributes to department heads.
7. Assists with preparation of various accounting schedules in preparation for the budget and audit.
8. Receives and posts utility payments, deposits and license fees.
9. Posts daily cash receipts and makes deposits.
10. Prepares month end revenue spreadsheets and returned check schedule for Finance.
11. Fills out revenue distribution sheets from cash receipt journals and makes deposit.
12. Inputs revenue on IBM cash register in appropriate fund and department.
13. Handles return checks.
14. Answers telephone, provides assistance or assists in resolving complaints or misunderstandings.
15. Loads and unloads hand held electronic meter reading devices.
16. Inputs new accounts and updates changes in computer.
17. Pulls and files utility applications.
18. Completes forms for meter reading checks for accuracy.
19. Enters new accounts.
20. Communicates with meter reader via phone.
21. Periodically updates cut-off list while cut-offs are in progress.
22. Backup on utility billing and/or payroll.
23. Inputs purchase orders and purchase requisitions.
24. Issues purchase order numbers and coordinates receiving and returning purchase orders to departments.

Received By: _____ Date: _____

CUSTOMER SERVICE REPRESENTATIVE

Page 2

25. These essential job functions are not to be considered as a complete statement of all duties performed. Employees will be required to perform other job-related duties as necessary and consistent with the position.

MINIMUM QUALIFICATIONS

KNOWLEDGE, SKILLS, & ABILITIES

- Considerable knowledge of office operations and procedures.
- Considerable knowledge of business English, punctuation, grammar and spelling.
- Thorough knowledge of departments record keeping and reporting requirements.
- Knowledge of City departments and the services provided by each.
- Some knowledge of bookkeeping procedures.
- Ability to type rapidly and accurately.
- Ability to prepare reports and compose letters.
- Ability to proofread typed and handwritten material.
- Ability to pull and file alphabetical and numerical material rapidly and accurately.
- Ability to make moderately complex arithmetical computations.
- Ability to operate recording and communications equipment.
- Ability to establish effective working relationships with employees, officials and the general public.
- Ability to effectively communicate orally and in writing.
- Ability to deal with the public in a professional and courteous manner.

EDUCATION AND EXPERIENCE

High school graduation or equivalent supplemented by college level courses in office procedures and computer skills. Any equivalent combination of training, education and experience that provides the necessary knowledge, skills and abilities may be considered for the minimum qualifications.

Must be proficient in the use of Microsoft Office programs: Excel and Word.

LICENSES, CERTIFICATIONS, OR REGISTRATIONS

Possession of valid Florida Drivers License, and maintain compliance with Vehicle Use Policy requirements, Section 8.15 (c) in the City's Personnel Manual.

ESSENTIAL PHYSICAL SKILLS

- Good vision (with or without correction)
- Good hearing (with or without correction)
- Ability to access, input and receive information on personal computer.
- Ability to access file cabinets for filing and retrieval of data

CUSTOMER SERVICE REPRESENTATIVE

Page 3

- Ability to sit at desk and view a display screen for extended periods of time.
- Ability to communicate orally and in writing.

ENVIRONMENT CONDITIONS

- Works inside office environment.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change. Reasonable accommodation will be made for otherwise qualified individuals with a disability.

Approval: 
Personnel

Approval: 
City Manager

Council Approval Date: September 18, 2012