

## CUSTOMER SERVICE CLERK

### GENERAL STATEMENT OF DUTIES

Performs routine clerical, secretarial and administrative work in answering phones, receiving the public, providing customer assistance, cashiering, data processing, and bookkeeping.

### SUPERVISION RECEIVED

Works under the general supervision of the City Treasurer.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Answers telephone.
- Receives the public and answers questions; responds to inquiries from employees, citizens and others and refers, when necessary, to appropriate persons.
- Serves as cashier including receipting of utility payments and various other payments, and posting monies to appropriate accounts.
- Assists Utility Biller as needed with customer account setup and maintenance.
- Operates listed office machines as required.
- Prepares and monitors work orders.
- Issues various licenses and permits as assigned.
- Receives, stamps and distributes incoming mail, processes outgoing mail.

Note: The functions listed above illustrate the various types of work that may be performed. The omission of a specific statement of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

### PERIPHERAL DUTIES

Provides backup to related positions.

Composes, types and edits correspondence, reports, memoranda, and other material requiring judgment as to content, accuracy, and completeness.

### DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

Graduation from a high school or GED equivalent with specialized course work in general office practices such as typing, filing, accounting and bookkeeping; and two (2) years of increasingly responsible related experience, or any equivalent combination of related education and experience.

## Necessary Knowledge, Skills and Abilities:

- a) Working knowledge of computers and electronic data processing; working knowledge of modern office practices and procedures; some knowledge of accounting principles and practices.
- b) Skill in operation of listed tools and equipment.
- c) Ability to perform cashier duties accurately.
- d) Ability to work as a member of a team; ability to effectively meet and deal politely with the public; ability to establish and maintain effective working relationships with employees, supervisors, and other departments; ability to communicate effectively, both verbally and in writing; ability to accurately record and maintain records; ability to think quickly and act appropriately in emergency situations; ability to function under time pressure; willing to work extra hours; ability to accept change in the work environment and adapt appropriately; and display to the employer's satisfaction the ability to consistently meet these listed abilities on a daily basis.

## TOOLS AND EQUIPMENT USED

Electronic telephone, including voice mail and related functions; network computer terminal; cash register or computerized cash drawer; cash receipting equipment; copy machine; postage machine; fax machine; 10-key calculator.

## PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to finger, handle, or operate objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

## WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is moderately noisy.

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