



## City of Irving Job Description

### Customer Service Representative

---

<b>FLSA Status:</b>	Non-Exempt	<b>Job Department:</b>	Multiple Departments
<b>Job Code:</b>	12312 (FT) / 99525 (PT)	<b>Reports To (Job Title):</b>	Varies

---

#### PURPOSE

To provide assistance to customers and to perform a variety of clerical and money-handling functions in support of assigned area; to resolve account related issues by telephone or at the front counter. This includes, but is not limited to issues related to changes in services, and the processing of payments.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.\*

- Answer questions and provide information to customers.
- Analyze account history to determine appropriate deposits for all new service requests.
- Maintain confidentiality where applicable and ensure that informational requirements from customers are met before discussing account specifics.
- Prepare cash receipts for customers for payments received.
- Process transactions and maintain records of all transactions processed in assigned area, which includes updating databases and preparing various reports.
- Investigate complaints and recommend corrective action as necessary to resolve complaints, which includes adjusting accounts as needed.
- Research and prepare adjustments and Department Disbursement Requests for issuing refunds; Research and resolve issues related to returned / NSF checks, as assigned.
- Process payments for municipal services, accounts receivable, permits and inspection, red light camera tickets, EMS payments, *and/or* patron services.
- Fully utilize available Information Systems (IS) to verify information as applicable.
- Perform related duties as assigned.

#### **If assigned to Water Utilities:**

- Prepare and complete work orders for meter maintenance, re-reads, discontinuation, and begin and transfer service.
- Report concerns related to customers without water to Code Enforcement Unit.
- Calculate leak and re-read adjustments.
- Process Toll Tag Applications using the NTTA database.
- Log in Cash Reports received from all City Departments; balance daily cash drawer.

#### **If assigned to the Irving Arts Center (IAC):**

- Open and close box office including handling cash and credit card sales and balancing drawer and securing receipts at shift close.
- Act as Arts Center box office liaison to client during events requiring box office services.

## **OTHER DUTIES AND RESPONSIBILITIES**

- *If Assigned to Permit Window:* Prepare Cash Report for Building Inspections for IVR and window.
- Sort both inter-office and external mail.
- *As assigned,* assist in training other employees, client personnel, and/or volunteers.

## **SUPERVISORY RESPONSIBILITIES**

Supervisory responsibility is not a regular part of the position.

## **FINANCIAL / BUDGETARY RESPONSIBILITY**

*Dependent on assignment,* this job processes walk-in payments on a daily basis, totaling up to \$2,000,000.00 monthly; Red Light Camera citations of approximately \$35,000.00 monthly; and, Alarm Permit payments of approximately \$5,000.00 monthly. Also responsible for EMS payments – approximately \$5,000.00 monthly; for the receivables for Refuse Bags – approximately \$7,500.00 monthly; and, for processing payments for permits and Licenses – approximately \$250,000.00 monthly.

## **QUALIFICATIONS:**

The requirements listed below are representative of the knowledge, skill, and/or ability required.\*

### **EDUCATION**

- Equivalent to the completion of 12<sup>th</sup> grade

### **EXPERIENCE**

- A minimum of two (2) years of related experience (to include cash-handling experience).

### **CERTIFICATES, LICENSES, REGISTRATIONS**

- None.

### **KNOWLEDGE OF**

- Customer Service: Principles and processes for providing customer and personal services including a desire to help customers regardless of their circumstance.
- English Language: The structure and content of the English language, including the meaning of words and grammar.
- Office Systems: Administrative and clerical procedures and systems such as word-processing systems, and filing and records management systems.
- Office Software: Current word processing, presentation, spreadsheet, and database programs used by the City.

## **SKILLS AND ABILITIES IN**

- Accuracy: Paying attention to detail in dealing with numbers, words, documents, and ideas.
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Basic Math: Adding, subtracting, multiplying, or dividing quickly.
- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work.
- Mechanical/Technical: Safely operating diverse office equipment including computers, copiers, fax machines, calculators, and telephones.
- Service Orientation: Actively looking for ways to help people.
- System Ability: Multi-tasking by working with multiple software packages simultaneously.
- Typing: Accurately entering information using computer keyboard.
- Sequencing: Correctly following a given rule or set of rules to arrange things or actions.
- Written Expression: Communicating information and ideas in writing such as routine reports and correspondence, so others will understand.
- Reading Comprehension: Reading and interpreting documents.
- Organizational Strategies: Tracking multiple variables by sorting, grouping, and calendaring.
- Direction and Instructional Comprehension: Interpreting a variety of instructions furnished in written, oral, diagram, or schedule form.
- Oral Comprehension: Listening to and understanding information and ideas presented through spoken words and sentences.

## **GUIDANCE RECEIVED**

### **On-going Instructions and Range of Procedures**

Follows a range of established procedures, work methods and direct instructions. Must determine which procedure or method applies to each task or assignment and has some flexibility about the sequence of work. Issues outside of specific instructions and procedures are referred to supervisor or more senior position. **Note:** At departmental prerogative, instructions may be more detailed.

## **CONTACTS**

This position interacts with citizens, clients, patrons, and/or customers, often as a frequent first contact, either via telephone or face-to-face.

## **EQUIPMENT AND PROPERTY**

This position utilizes a personal computer, printers, sign stands and easels, cleaning supplies, wheel chairs, display cases, literature kiosks, calculator, telephone, FAX machine, copier, credit card machine, and/or cash handling equipment.

## **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.\*

The employee constantly is required to listen, see, sit, and/or talk. Frequently, s/he is required to grasp, handle, feel, reach, and/or (if assigned to IAC) stand. Occasionally, s/he must carry, kneel, push, pull, smell, stoop, walk, and/or (if assigned to Water Utilities) stand. In rare instances, s/he must lift up to 50 pounds and/or balance.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.\*

The noise level in the work environment usually is moderate.

\* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Note:** A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.