



HUMAN RESOURCES DEPARTMENT

POSITION DESCRIPTION

TITLE: Customer Service Representative **LAST UPDATED:** 08/14/2014
DEPARTMENT: Administrative Services **JOB CLASS:**
REPORTS TO: Office Manager **FLSA DESIGNATION:** Non-Exempt

Summary: Under general supervision of the Office Manager, prepares, bills, and receives monies for stamps, postage, applications, licenses, or utilities. Provides telephone and direct customer service information related to area of assignment. Greets, assists and directs walk in customers to correct department or services and assist department staff with clerical duties of assignment. Maintains and updates databases, prepares department, division, or section reports, spreadsheets, and updates records and files.

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by incumbent(s) in this position. Incumbent(s) may not be required to perform all duties in this description and incumbent(s) may be required to perform position-related tasks other than those specifically listed in this description.

Essential Job Functions:

- Answers, screens and directs telephone calls to appropriate department or individual.
- Responds to general inquiries for information and directions.
- Provides information, instruction and/or direction by telephone or direct contact related to US Postal services and sales of NTTA Toll tags.
- Provides assistance to City departments regarding incoming and outgoing mail.
- Prepares fees, charges, and billing information for mailing to internal and external customers.
- Balances cash drawer and prepares bank deposits.
- Opens, date stamps and distributes mail to appropriate personnel or department.
- Maintains and updates databases, spreadsheets, billing records, personal information, timesheets, records and files.
- Serves as primary backup for the Mail Room CSR, covering during breaks and lunch break.

Other Important Duties:

- Maintains a safe, clean office environment.
- Performs other related duties as assigned.
- Regular and consistent attendance for the assigned work hours is essential.

Required Knowledge and Skills:

- Knowledge of technical information and procedures related to area of assignment.
- Knowledge of computers and related equipment, hardware and software for area of assignment.
- Knowledge of customer service and public relations techniques.
- Knowledge of money handling policies and procedures.
- Knowledge of City policies and procedures.
- Skill in effective oral and written communications.
- Skill in effectively responding to or referring technical inquiries related to area of assignment.
- Skill in entering, maintaining, updating and retrieving database information.
- Skill in computing accurate fees or payments due and providing receipts and change.
- Skill in resolving customer complaints and concerns.

Preferred Education, Experience, and Certifications:

- High School Diploma or G.E.D., **and** two (2) years customer service or cashiering experience; **or** equivalent combination of education and experience.
- Must pass a pre-employment drug screen, criminal background check and MVR check
- Must possess State of Texas Drivers License.

Environmental Factors and Conditions/Physical Requirements:

- Work is performed in an office setting.
- May be subject to repetitive motion such as typing, data entry and vision to monitor.
- May be subject to extended periods of standing when assisting walk in customers.
- May be subject to occasional bending, reaching, kneeling and lifting such as retrieving or replacing files and records.

Equipment and Tools Utilized:

- Equipment utilized includes personal computer, copier, calculator, fax machine and other standard office equipment and department vehicles.

Approved By:

Signed by Tom Johnston, Administrative Services Director
Tom Johnston, Administrative Services Director

08/14/2014
Date



Shannon Allyn, Human Resources Generalist

08/14/2014
Date