

**CITY OF ST. MARYS, GEORGIA
CLASS SPECIFICATION**

CLASS TITLE: CUSTOMER SERVICE REPRESENTATIVE
DEPARTMENT: FINANCE
REPORTS TO: FINANCE

CLASS CODE: 1013
FLSA STATUS: N
DATE: 06/13

JOB SUMMARY:

Performs various customer service functions, including: greeting and assisting customers; accepting and posting payments and issuing receipts; receiving and processing applications; producing and mailing letters and notices; sorting bills; and generating reports.

As a municipal organization, the City of St. Marys is an emergency provider of services. Some emergency situations, including weather related emergencies, may necessitate City of St. Marys employees to assist in areas of work which may not be directly related to the employees specific job function, but which will be within the physical capabilities, training, and skills of the employee.

ESSENTIAL JOB FUNCTIONS: (All responsibilities may not be performed by all incumbents.)

Provides customer service, including: greeting and assisting customers; answering phone calls; retrieving voice mail messages and returning phone calls; providing requested information regarding services, fees, zoning changes, ordinances, etc.; receiving complaints; directing customers to appropriate staff member for assistance; receiving orders for new accounts; setting up various appointments; and maintaining related records of all functions.

Receives and processes payments, including: making copies of information; issuing receipts; answering related questions; posting payments to accounts; counting cash; stamping checks; posting information; entering information into computer system; maintaining and balancing cash drawer; preparing bank deposit; and determining payment plans.

Processes and enters building permit applications and Occupation Tax Certificate applications; files and retrieves correspondence and information regarding same; processes annual Occupation Tax Certificates and renewal reminders.

Receives and transmits orders for new service and/or disconnection of service.

Opens, stamps, sorts, and distributes incoming mail.

Prepares complex, routine and non-routine reports utilizing a variety of software; receives, sorts, and summarizes material for the preparation of reports; prepares work reports.

Enters traffic citation information.

Opens and closes office, including: opening safe; setting up customer service windows; unlocking doors; and preparing office machines for use.

Formats and types letters, labels, reports, or other correspondence on a computer or typewriter.

Composes correspondence in accordance with standard policies.

Attends board/commission meetings and compiles, transcribes and records minutes.

Assists in preparing ordinances, amendments and related documents.

Reports administrative and/or operational problems to supervisor.

Enters and retrieves a variety of complex information into a computer terminal.

Photocopies reports, memos, and other various documents for requesting parties; develops various forms.

Disseminates a variety of information and/or reports to various agencies, division, or departments via telephone, mail, email or

FAX.

May serve as backup for other positions within the department.

Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

Personal Computer and/or Terminal

General Office Equipment

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

High school diploma or GED; and,

One to two years of progressively responsible related experience; or,

Any combination of education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.

Licenses and Certifications:

None

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

Correct English usage, including spelling, grammar, punctuation, and vocabulary.

Internal departmental policies and procedures.

Utility billing processes.

Basic accounting policies and procedures.

Applicable state, federal and local ordinances, laws, rules and regulations.

Office administrative and secretarial practices and procedures, such as business letter writing and the operation of standard office equipment, including a computer.

File system maintenance.

All computer applications and hardware related to performance of the essential functions of the job.

Standard business arithmetic, including percentages and decimals.

Record keeping, report preparation, filing methods and records management techniques.

Skill in:

Preparing clear and concise reports, correspondence and other written materials.

Using tact, discretion, initiative and independent judgment within established guidelines.

Researching, compiling, and summarizing a variety of informational and statistical data and materials.

Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.

Applying logical thinking to solve problems or accomplish tasks; to understand, interpret and communicate complicated policies, procedures and protocols.

Typing from rough draft or printed text using a computer or typewriter.

Using a computer to accurately and rapidly enter and retrieve data and information.

Communicating orally with internal staff, citizens, and other departmental staff in order to give and receive information in a courteous manner.

Operating and routine maintenance of general office machines such as copiers, facsimile machines, and telephone systems.

Mental and Physical Abilities:

Ability to read and interpret documents such as operation and maintenance instructions, procedure manuals, and so forth.

Ability to understand and carry out written and oral instructions, giving close attention to detail and accuracy.

Ability to establish and maintain effective working relationships with others.

Ability to draft and type correspondence.

Ability to compile, transcribe and record meeting minutes.

Ability to add, subtract, multiply and divide whole numbers, common fractions and decimals.

Ability to deal with problems involving several concrete variables in standardized situations.

While performing the essential functions of this job, the incumbent is regularly required to sit; see; use hands to finger, handle, or feel objects; reach with hands and arms; and push, pull and/or lift up to 20 pounds occasionally.

Working Conditions:

Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust.

The incumbent's working conditions are typically moderately quiet.

This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.