

	CUSTOMER SERVICE REPRESENTATIVE	
CITY OF NEVADA CITY APRIL 2022	Reports to: Chief Financial Officer	Unit: Miscellaneous Employees
Permanent Full Time		Compensation Range: 18
FLSA Status: Non-Exempt		

DEFINITION

Under general supervision performs a variety of clerical and other duties related to providing efficient customer service, providing information on the city, its departments and functions both in person and over the telephone.

EXAMPLES OF DUTIES

- Serve as first line of contact to external customers via telephone or in person.
- Answer questions and provide information to the public; investigate complaints or refer to the appropriate department and recommend corrective action as necessary to resolve complaints.
- Refer customers to appropriate staff and/or provide a variety of general information regarding city functions and services; and explain department operating policies and procedures.
- Assist the public with reserving and renting certain city facilities.
- Responds to letters and routine correspondence.
- Receive and process payments for a variety of services; handle cash and prepare deposits.
- Verify all check and cash receipts and verify the daily deposit matches
- Prepare sewer and water billings and receive payments.
- Resolve sewer and water issues and research/determine water leakage forgiveness requests.
- Process business licenses, do annual renewals and collect payments.
- Processes credit and debit card payments (website, phone, in-person) for entry into city’s accounting system.

- Process parking passes.
- Process dog licenses and coordinate calls for service with animal control.
- Prepare, compile, tabulate and maintain data including databases, various documents and statistical and operational reports and records.
- Issue, receive, type and process various applications, permits and other forms, apply departmental policies and procedures in determining completeness of applications; calculate fees.
- Oversee the safe and proper operation of assigned facility and activities in the facility; ensure facility rules and safety guidelines are followed; maintain order with disruptive patrons and exercise control when warranted; refer escalated issues to assigned supervisor or proper authorities.
- Complete written reports and records as required, organize, and monitor equipment inventory as assigned.
- Identify and report any maintenance required on assigned facilities, equipment, or materials.
- Oversee daily operations and events held at assigned facility; ensure cleanliness of public areas; identify and report maintenance conditions affecting facility operation, equipment, materials, and security.
- Receive, sort, and distribute incoming and outgoing correspondence.
- Provides administrative support as assigned.
- Performs other duties as assigned.

EMPLOYMENT STANDARDS

Knowledge of:

- Know, understand, and communicate department programs and services.
- Business data processing and data entry systems relating to accounting technical support work.
- Business math, including percentages, decimals, and basic bookkeeping.
- Customer service principles and public relations techniques.
- Correct English usage including spelling, grammar, and punctuation.
- Office methods, practices and procedures and modern office equipment and procedures.
- Various word processing and finance software applications.
- Organization, procedures, and operating details of city departments.

Ability to:

- Remain calm when faced with agitated customers.
- Learn pertinent local laws, codes, ordinance, city functions, policies, rules and regulations.
- Plan and organize work.
- Communicate clearly and concisely both verbally and in writing.
- Performing difficult and complex statistical or record keeping work involving use of considerable amount of judgement, speed, and accuracy.
- Performing accurate math calculations and financial reconciliation.
- Basic accounting principles, financial record keeping and reporting.
- Preparing clear and concise financial or statistical statements and reports.
- Reviewing and verifying the accuracy of financial data and information and ensuring appropriate authorizations are obtained.
- Developing forms, records, systems, and procedures.
- Typing with sufficient skill to enter information into and operate a computer.
- Operating office equipment including computers, printers, photocopiers, and calculators.
- Establishing and maintaining effective working relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE REQUIRED

- Must have a high school diploma or equivalent. College credits in accounting, financial management or record keeping is desirable.
- At least one year of experience in customer service is desirable.

LICENSES AND CERTIFICATIONS

Possession of a valid California driver's license.

PHYSICAL DEMANDS AND WORKING CONDITIONS

Must be physically able to perform the duties of this position, including the mobility to work in a standard office setting with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances. On a continuous basis, sit at desk for long periods of time. Intermittently

twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone and communicate through written means. Must also be able to use standard office equipment, including a computer; vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the telephone; finger dexterity to access, enter and retrieve data using a computer keyboard, typewriter keyboard or calculator and to operate standard office equipment; ability to bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information; occasionally lift and carry reports and records that typically weigh less than 20 pounds. May have interaction with staff and/or public representatives with differing opinions in interpreting and enforcing City/departmental policies and procedures.

Some accommodations may be made for some physical demands for otherwise qualified individuals who require and request such accommodations.

OTHER REQUIREMENTS

This class description lists the major duties and requirements of the job and is not all-inclusive. Not all duties are necessarily performed by each incumbent. Incumbents may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.

There will be mandatory training throughout the course of employment.

NOTE: All employees of the City of Nevada City are designated by both State law and city personnel rules to be available for assignment to perform public safety services not specifically stated herein in the event of emergency or disaster, as deemed necessary by the city. Such assignments may be in the event of either a declared or undeclared emergency or natural disaster that threatens the life, health and/or safety of the public and may be to assist rescue and relief workers. Such assignments may be in locations, during hours and performing work significantly different from the employees' normal work assignments and may continue through the recovery phase of the emergency.

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.