



**Job Title:** Customer Service Representative

**Department:** Finance

**Direct Supervisor:** Finance Manager

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### **General Purpose**

The position provides initial contact with the residents and the public, providing them with information on a broad spectrum of city operations and services, in person or via telephone performing the duties in a manner that encourages good public relations and instills trust and respect within the community.

### **Essential Duties**

- Functions in the role of City Receptionist answering calls, greeting and assisting the public by answering questions and assisting with City paperwork for multiple services.
- Receives and processes cash receipts in New World Systems software for all money received by the City, such as court fines, permits, and licenses. Performs daily cash balancing of drawer and prepares bank deposit.
- Performs activities related to applications for electrical, plumbing, excavation, demolition, mechanical, building, tree and fence permits, maintaining files of support documentation.
- Performs activities related to contractor licenses and maintains files of support documentation.
- Reviews and maintains files of Certificates of Insurance, verifying coverage is in force, and that limit of coverage is appropriate.
- Coordinates with the utility companies and trash service regarding citizen complaints when appropriate.
- Enters paid parking ticket data into database system, reviews reports of late payments and sends late notices to ticket holders.
- Processes completed forms and issues occupancy permits with new resident packets, collects fees, and enters data into PT Win system.
- Enters manual work orders into the CCAR system pursuant to resident's needs, and submits them to the appropriate department for corrective action.
- Reviews and issues licenses for Solicitors, Block Parties, Toll Roads, and Vending Machines.
- Issues and renews all blue, yellow, and orange parking permit tags, maintaining the database and sending out annual renewal notices.
- Issues and renews all business license applications.
- Works part time for Court office entering court tickets into the REJIS system and filing court documents.
- Performs Court Cashier duties on a bi-monthly basis.
- Receives, signs for, and distributes daily mail.

- Performs other administrative duties and works on special projects to support other departments as needed.
- Makes recommendations for efficiencies, processes, etc., which will deliver either quality or cost saving improvements within the department and / or across the City.
- Perform other projects as assigned

### **Education, Experience & Training for Performing Essential Functions**

High school diploma/GED required, Associate's Degree preferred or an equivalent combination of experience and training with a minimum of three years experience in position customer service related responsibilities. Must be highly experienced with Microsoft Office applications and possess excellent communication and organizational skills. Must possess:

- Strong computer software skills
- Be organized and resourceful
- Strong attention to detail
- Ability to multi-task and prioritize
- Can work independently
- Willingness to learn

### **Work Environment and Physical Demands**

Work is normally performed in a general inside office environment with appropriate heating and cooling and is not subject to significant occupation or environment hazards other than those normally associated with general public contact.

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. Employee must be able to sit, walk, talk and hear within normal limits with or without corrective assistance. The employee must regularly lift/move up to 10 pounds and occasionally lift/move up to 25 pounds. Employee must be able to sustain the manual dexterity to operate standard office equipment.

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*A job description is written to describe work to be performed by the ideal candidate. A less qualified individual may fill the position on the condition that, with training, they will fully meet responsibilities and skills within a reasonable period of time.*