

CITY OF THE COLONY Status: Non-Exempt Supervised By: Director of Customer Services	Customer Service Representative (Part-Time/Temporary)	Customer Services Department Revised: 11/2014
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JOB SUMMARY
<p>This position, under the close supervision of the Director of Customer Services, is responsible for providing external and internal customer service in a timely, effective, and professional manner. General duties include, but are not limited to, collection and processing of customer payments, general office duties, and answering customer inquiries. Any situation that involves contact with a citizen or fellow employee shall be considered an opportunity to promote the City in the most professional and positive image possible.</p>

ESSENTIAL DUTIES AND RESPONSIBILITIES
<ol style="list-style-type: none"> 1. Prepares and handles customer payments by mail, night drop, drive through and in person. 2. Answers multiple telephone lines; has the ability to communicate effectively and courteously with the public and City employees in person, in writing, by telephone, and via email. 3. Researches customer inquiries and complaints in person, over the telephone, and in writing and document the accounts. 4. Acts as backup cashier when needed. 5. Has the ability to lift up to 25 pounds of paper products and data binders. Sits for extended periods of time. Handles heavy data entry processing at the drive through window position. 6. Performs routine job activity requiring normal physical exertion involving sitting, standing, walking and bending. 7. Files and retrieves customer correspondence and records. 8. Creates swap meter and other miscellaneous service records 9. May be required to perform other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES
<p>Familiar with general office and clerical practices and procedures; good typing skills and ability to use a 10-key calculator by touch; working knowledge of general office equipment and computers. Ability to resolve conflict using good judgment and tact. Ability to understand and follow oral instructions as well as departmental policy, rules, procedures, and ordinances. Ability to adapt to constantly changing assignments and willingness to learn new skills.</p>

EDUCATION, EXPERIENCE AND CERTIFICATION
<p>High School Diploma or GED required or currently enrolled in a certified high school program. Knowledge of Microsoft Word and Excel.</p>

CERTIFICATION	
Employee Signature:	Date Signed:
Immediate Supervisor and/or Department Head:	Date Signed: