



## City of Greenfield

# CUSTOMER SERVICE ASSISTANT

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Job Title:	Customer Service Assistant
Department:	Finance
Reports To:	Director of Administrative Services
Employee Type:	Fulltime
FLSA Status:	Non-exempt
Salary:	\$41,615.52 - \$56,953.68
Effective Date:	02.2000

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### **DISTINGUISHING FEATURES OF THE CLASS:**

Under general supervision, greets the public in person and over the telephone; takes utility billing and other payments and provides information and assistance regarding City services and procedures; provides a variety of office support work to City Hall staff; prepares, processes and distributes a variety of correspondence, reports and forms; maintains accurate records and files; and performs related work as required.

### **CLASS CHARACTERISTICS:**

This class normally provides the first contact that the public has with the City, whether in person or over the telephone. Being a team player is essential for this classification. Incumbent completes forms to begin and disconnect utility services, collect utility service fees and other revenue, provide information and direct callers to the proper person, office or agency. Responsibilities also include word processing, typing, entering information into various computer systems, filing and providing other general office support services to administrative staff. This class is distinguished from other City office support classes in that the work requires extensive contact with the public in addition to the performance of general office support work.

### **ESSENTIAL FUNCTIONS:**

The following duties and functions are normal for this position. The omission of specific statements of the duties/functions does not exclude them from the classification if the work is similar, related, or a logical assignment for this position. Other duties may be required, assigned, and expected commensurate with the clerical needs of the department.

- Provides initial contact with the public and representatives of other agencies as callers and visitors to City Hall at a public counter or over the telephone; determines the nature of the contact; provides information regarding services, policies and procedures, takes messages, or directs the caller to the proper individual or agency.
- Collects and receipts payments for utility billings, building, encroachment, fence and other permits, business licenses and other revenues due to the City; balances receipts and money received.



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- Provides applications, forms and other information to the public; answers questions and gives information regarding City services, activities and regulations.
- Obtains information to begin or end utility service; enters the information into both an automated and a manual record keeping system; arranges for field service connection or disconnection and the refund of service deposits as appropriate.
- Processes utility meter readings through an automated system; produces and verifies utility billings and prepares billings for mailing; produces delinquent lists and follows-up with standardized notices.
- Manage and issue City Business Licenses
- Prepares correspondence, reports, forms, purchase orders, labels and specialized documents from drafts, notes, previous documents or brief instructions, using a word processor or typewriter.
- Proofreads and checks materials for accuracy, completeness, compliance with departmental and City policies and correct English usage, including grammar, spelling and punctuation.
- Prepares and updates a variety of reports and records which may require the use of arithmetic calculations and the consolidation of materials from several sources.
- Establishes and maintains office files; researches and compiles information from such files and purges or transfers files as required.
- Opens, sorts, date stamps and distributes incoming mail; processes outgoing mail.
- Operates a variety of standard office equipment, including a computer, copier, facsimile equipment and a centralized telephone system.

### **QUALIFICATIONS:**

#### **Knowledge of:**

- Standard office practices and procedures, including records management and the operation of standard office equipment.
- Business letter writing and the standard format for correspondence and reports.
- Applicable regulations, policies and statutes.
- Business arithmetic
- Correct English usage, including spelling, grammar and punctuation.
- Computer applications related to the work.
- Filing principles and practices.
- Techniques for dealing with and solving the problems presented by a variety of individuals from various socio-economic, cultural and ethnic backgrounds, in person and over the telephone.

#### **Skill in:**

- Performing detailed and responsible office support work.
- Applying and explaining policies, procedures and regulations.
- Composing correspondence independently or from brief instructions.
- Making accurate arithmetic calculations.



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- Compiling and summarizing information to prepare clear and accurate reports.
- Maintaining accurate records and files.
- Understanding and following oral and written directions.
- Establishing and maintaining effective working relationships with those contacted during course of work.
- Typing or word processing at a rate of 40 net words per minute.

### **ACCEPTABLE EDUCATION, EXPERIENCE AND TRAINING:**

Equivalent to graduation from high school and two years of general office support or secretarial experience. Experience in dealing with the public is required. Bilingual; English/Spanish would be preferred, but not required.

### **ADDITIONAL REQUIREMENTS:**

#### **Physical Demands**

Must possess mobility to work in a standard office setting and use standard office equipment; stamina to maintain attention to detail and work on a computer for an extended period of time; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, over the telephone. Tasks may require the ability to exert light physical effort, including but not limited to, lifting, carrying, pushing and/or pulling, etc. of objects and materials of light weight (generally 25 pounds or less).

All the statements listed in this job description are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position. This job description is subject to change as the needs and requirements of the job change.



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