

**CITY OF MOUNTAIN VIEW
CLASS SPECIFICATION**

Position Title: Customer Service Representative	Job Family: 5
General Classification: Front-Line	Job Grade: 5

Definition: To assist customers at a public counter by receiving money charged by the City for various fees and services and to make proper initial accounting entries; respond to customer inquiries in a professional manner; and answer telephone requests for utility services, business licenses, and other various City-related questions.

Distinguishing Characteristics: Receives general supervision from other accounting clerical, technical and supervisory staff.

Examples of Duties: Duties may include, but are not limited to, the following:

1. Assist the public by acting as a receptionist while assisting customers with their payments, inquiries, and other business with the City.
2. Accept payments (including making change for cash payments) for a variety of transactions such as utility bills, business licenses, invoices, fees, permits, taxes, rents and leases, department transmittals, bus passes, etc.
3. Organize and balance all payments of various types and identify where payments with incomplete information should be posted. Track payments/transactions as needed.
4. Process petty cash (advances and reimbursements).
5. Summarize and reconcile daily cash, check, and credit card transactions and balance cash drawer daily.
6. Answer telephone and e-mails to respond to customer's questions and concerns.
7. Answer complaints concerning utility services and business licenses or refer to appropriate staff.
8. Operate computer terminal and system software for input and retrieval of information.

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9. Process applications and inquiries concerning business licenses.
10. Process utility service orders and answer inquiries concerning utility services and bills.
11. Open mail, file, type, and perform other miscellaneous office tasks.
12. Operate Microsoft Office Suite applications in order to receive, provide, organize, and maintain information needed to perform job functions.
13. Perform other related duties as assigned.

Minimum Qualifications:

Knowledge of: Basic bookkeeping procedures; basic English and arithmetic; cash and telephone call handling; modern office procedures, methods, and computer equipment, which includes the Microsoft Office Suite and ability to find applicable information on the Internet.

Ability to: Learn the City's fee schedules for licenses and permits and utility rate schedules; maintain basic records of receipts and disbursements; count cash and make change accurately and quickly; deal effectively with the public in a professional manner; explain license and permit application procedures and City fees; learn department procedures and policies related to receipt of cash; establish and maintain effective working relationships with those contacted in the course of work; perform general clerical tasks.

Experience and Training Guidelines: Combination of relevant experience, education, and training that will satisfy the required minimum qualifications, knowledge, and abilities.

One year of experience working with cash and responding to the public.
Equivalent to the completion of the 12th grade.

Established: January 1994

Revised: March 10, 2015

HRD/CLASS SPECS

Customer Service Representative