



JOB DESCRIPTION
Customer Service Specialist II

Job Class: 4 **Supervised by:** Assistant City Administrator **FLSA Status:** Non-Exempt

Date: 9/16/2019 **Date Approved:** September 26, 2019

JOB DEFINITION

The Customer Service Representative II is responsible for greeting guests in a professional, friendly, hospitable manner. This advanced role is also responsible for all work associated with the administrative tasks of Municipal Court. The Customer Service Representative II is the lead in answering phone calls and greeting people who come to City Hall. This employee is responsible for establishing and maintaining positive and professional relationships those they encounter professionally, especially our citizens, customers and vendors. This includes an urgency in answering inquiries accurately and promptly. This employee has exceptional problem-solving skills and a strong commitment to teamwork. In addition to excellent communication skills, both oral and written, the Customer Service Representative II assists with processing a variety of complex administrative tasks in support of the City and Municipal Court. The ability to multi-task and perform error-free work is essential. Also, answers non-routine correspondence and assembles highly confidential and sensitive information. Independent judgment is required to plan, prioritize and organize diversified workload, recommends changes in office practices or procedures. The Customer Service Representative II must be bondable as a requirement of the position. The Customer Service Representative II is required to attend Municipal Court dockets.

SUPERVISION RECEIVED AND EXERCISED

- Receives general supervision from the Assistant City Administrator and oversight from the Municipal Court Judge on matters related to Municipal Court
- Exercises no supervision
- Coordinates work with other City departments, City Prosecutor and Municipal Court Judge as needed

EXAMPLES OF ESSENTIAL DUTIES *(This list is not to be construed as a complete representation of the responsibilities of the job, and may include other duties as assigned that are not listed below.)*

| Importance | Tasks | % of Time |
|------------|--|-----------|
| 1 | Receptionist's duties include administrating all incoming calls and ensure they are redirected accordingly. Greets guests in a professional, friendly, hospitable manner. Open and close visitor area (locking doors, closing blinds, turning off lights) Type memos, correspondence, reports, and other documents. Prepares all administrative and clerical duties in support of Municipal Court. Performs a variety of clerical duties. Provides customer service support in times of inclement weather or other emergency events, such as water and/or sanitary sewer service disruption. | 40 |
| 2 | Accepts and process all customer payments including utilities, permits, licenses, etc. Process credit card payments and credits. Prepare daily manual deposits. Distribute | 30 |

| Importance | Tasks | % of Time |
|------------|---|-----------|
| | general city mail. Responsible for maintaining Bond Account; to include deposit and disbursement of bond monies; bank balance and office balance for Municipal Court. | |
| 3 | Works independently and within a team on special nonrecurring and ongoing internal projects, at the request of the Assistant City Administrator, which may include: planning and coordinating, disseminating information, coordinating direct mailings, creating brochures. Serves as the back-up to the City Clerk to provide minutes and record keeping for the City Council and Planning Commission. | 10 |
| 4 | Receives and logs various documents and plans. Issues building permits, business licenses, pet licenses, etc. | 10 |
| 5 | Prepare and issues warrants; Prepare and issue Driver's License Suspension Orders; Responsible for reporting to the Kansas Motor Vehicle Department, reinstatement fees, state assessment fees; Communicate with Johnson County Adult Detention Center when required; Communicate with Johnson County Sheriff's Office regarding caseload. | 10 |

IMPORTANT JOB FUNCTIONS,

- Able to answer telephone calls while performing other duties.
- Excellent phone etiquette
- Excellent verbal communication skills
- Punctual
- Problem solver and solution focused
- Maintains positive composure and professional etiquette under pressure
- Able to work with minimum supervision
- Must be customer service driven
- Proficient of MS Office (Word, Excel, Outlook, Access)
- Able to update the City's website and social media platforms
- Able to multi-task
- Professional appearance
- Able to serve walk-in customers while performing other duties.

MATERIAL AND EQUIPMENT USED:

Computer
 General Office Equipment

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

High school diploma or GED; and,
 Two to three years of progressively responsible related experience; or, any combination of education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.

Must be bondable.

Licenses and Certifications:

Valid Driver's License with safe driving record during employment

Certified or able to certify as Notary Public
Bondable

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Excellent knowledge of applicable state, federal and local ordinances, laws, rules and regulations.
- Excellent knowledge of MS Office (Word, Excel, Outlook, Access).
- Excellent knowledge of standard operating guidelines and policies, rules, and regulations.
- Basic knowledge of safety procedures for all aspects of job.

Skill in:

- Communicate clearly and concisely, both orally and in writing.
- Excellent attention to detail.
- Document operating records of various tasks and assignments.
- Able to maintain confidentiality of certain public records, transactions, and information. Can identify sensitive records and information and follow procedures for maintaining confidentiality.

Mental and Physical Abilities:

- Works well in a team environment.
- Able to work with a diverse group of people.
- Be courteous, diplomatic, even-tempered, cordial, patient, impartial, cooperative and cheerful when dealing with supervisors, co-workers, elected officials, and the public.
- Establish and maintain effective working relationships with all encountered during the course of work.
- While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; sit; use hands to finger, handle, or feel; and reach with hands and arms.

WORKING CONDITIONS:

Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust. The incumbents working conditions are typically moderately quiet. The employee is occasionally required to carry, lift, move or pushing up to 25 pounds. This job may require occasional bending, squatting and twisting. This job includes frequent use of manual dexterity and visualization of a computer screen throughout the day.

This position may be required to work overtime, evenings, weekends, and some holidays.

I understand that nothing in this job description restricts the City's right to assign or reassign duties and responsibilities to this job at any time. I also understand that this position description reflects Human Resource's assignment of essential functions; it does not prescribe nor restrict the tasks that may be assigned. I further understand that this position description may be subject to change at any time due to reasonable accommodation or other reasons.

I have reviewed this document and discussed its contents with my supervisor and I fully understand the nature and purpose of this job description and its related duties.

Employee

Signature

Date

City Administrator

Signature

Date

This job description should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.