

City and Borough Sitka, Alaska

Class Specification

Class Title	Customer Service Representative
Class Code Number	2020
FLSA Designation	Non-Exempt
Pay Grade and Range	ASEA Bargaining Unit
Effective Date	September 2010

General Statement of Duties

Collects cash payments and processes cash receipts; performs related work as required.

Distinguishing Features of the Class

The principal function of an employee in this class is to collect cash payments from walk-in customers at the public counter, process cash receipts through the cash register and reconcile daily cash. Work is performed under the direct supervision of the Budget/Treasury Officer but some leeway is granted for the exercise of independent judgment and initiative. An employee in this class performs the duties of other employees in the Finance Department as requested or as assigned by supervisory personnel. The nature of the work performed requires that an employee in this class establish and maintain effective working relationships with other Department and City employees and the public. The principal duties of this class are performed in a general office environment.

Examples of Essential Work (Illustrative Only)

- Accepts and processes customer payments for all City departments at the public counter;
- Enters payment amount and customer information into the cash register and computer;
- Processes payments received by mail for all City departments;
- Researches unclear payments as required;
- Processes service orders for new or changing utility service;
- Prepares insufficient check collection letters and pursues payment;
- Answers switchboard and directs calls as required;
- Processes and records Energy Assistance documents;
- Perform daily cash reconciliation and balancing;
- Records customer payment arrangements as required including utility cut-off notification;
- Provides needed information and demonstrations concerning how to perform certain work tasks to new employees in the same or similar class of positions;
- Keeps immediate supervisor and designated others fully and accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;

- Responds to citizens' questions and comments in a courteous and timely manner;
- Performs other related duties as assigned.

Required Knowledge, Skills and Abilities

- Good knowledge of general office practices and procedures;
- Good knowledge of basic accounting principles;
- Ability to deal with a wide range of persons, including situations in which individuals may be upset over some issue involved with City and Borough activities and policies;
- Ability to accurately handle multiple tasks while performing customer service;
- Ability to use a variety of office machines;
- Ability to communicate well with others, both orally and in writing, using both technical and non-technical language;
- Ability to understand and follow oral and/or written policies, procedures and instructions;
- Ability to prepare and present accurate and reliable reports containing findings and recommendations;
- Ability to operate or quickly learn to operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

- Graduation from high school or possession of a GED; and
- Some experience in customer service and bookkeeping; or
- Any equivalent combination of experience, education and training which provides the knowledge, skills and abilities necessary to perform the work.

Required Special Qualifications

None

Essential Physical Abilities

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate well with other employees and the general public;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to verify checks, process payments and use a computer screen;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate a computer keyboard, open envelopes and count cash.
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to serve customers at the walk-in counter and deliver materials to other City office locations.

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