

# City and Borough Sitka, Alaska

## Class Specification

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| <b>Class Title</b>         | <b>Senior Customer Service Representative</b> |
| <b>Class Code Number</b>   | <b>2110</b>                                   |
| <b>FLSA Designation</b>    | <b>Non-Exempt</b>                             |
| <b>Pay Grade and Range</b> | <b>ASEA Bargaining Unit</b>                   |
| <b>Effective Date</b>      | <b>June 2020</b>                              |

### General Statement of Duties

Performs technical and clerical support for Treasury functions; ensures security of daily cash receipts; assists in resolving budget and purchase order questions; preparation of journal and budgetary entries; performs related work as required.

### Distinguishing Features of the Class

The principal function of an employee in this class is to perform special financial and budgetary assistance for the Finance Department and various other Departments. The work is performed under the direct supervision of the Budget/Treasury Officer but considerable 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 assigned by supervisory personnel. In the absence of the Budget/Treasury Officer, an employee in this class may temporarily assume full responsibility for duties of the Budget/Treasury Officer. The principal duties of this class are performed in a general office environment.

### Examples of Essential Work (Illustrative Only)

- Process and enter payments for customers by mail, phone or in person;
- Research unclear payments;
- Perform daily cash/credit card/check reconciliation and balancing;
- Answer and direct calls as directed;
- Process applications for utility accounts and construction work orders;
- Monitor open purchase order listing and prepare year-end open purchase order list for soft-close.
- Prepares journal and budget entries;
- Prepares forecasts, budget to actual reports and recommendations for adjustments and additional appropriations;
- Updates credit card information for utility and harbor accounts and processes payments during each billing cycle;
- Ensures compliance with department policies and procedures;
- Performs daily cash flow analysis and external banking functions in coordination with the Budget/Treasury Officer;
- 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;

- The nature of the work performed requires that an employee in this class establishes and maintains effective working relationships with other Department and City employees, bank personnel and the public;
- Responds to citizens' questions and comments in a courteous and timely manner;
- Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- Performs other related duties as assigned.

#### **Required Knowledge, Skills and Abilities**

- Good knowledge of the principles and practices of a municipal purchasing system;
- Good knowledge of general office practices and procedures;
- Good knowledge of basic accounting principles;
- 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, accounting, and financial analysis, preferably within the public sector; or
- Any equivalent combination of experience, education and training which provides the knowledge, skills and abilities necessary to perform the work.

#### **Required Special Qualifications**

- Possession of a driver's license issued by the State of Alaska.

#### **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 use a computer screen and process numeric data;
- Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate a computer keyboard and access files;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to move about in an office environment.

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