

CSC Adopted: October 2001, CSC Revised: \_\_\_\_\_

**Class Title: Customer Service Representative**

**BRIEF DESCRIPTION OF THE CLASSIFICATION:**

Performs billing and collections duties and posts fees for customers. Provides directions and information to patrons. Generates cash receipts, reconciles accounts and maintains accounts receivable. Performs administrative duties and provides assistance as needed.

**ESSENTIAL FUNCTIONS:**

*This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.*

Physical Strength Code		ESSENTIAL FUNCTIONS
1	L	Collects fees and provides assistance to customers by operating a cash computerized terminal, calculating hourly rates for patrons, generating receipts, verifying validations, completing insufficient funds and lost ticket forms, giving directions to patrons, answering questions, reporting emergencies and completing accident reports.
2	S	Performs financial duties by completing reports, reporting fees collected and balancing with a computer print-out.
3	S	Performs administrative duties by processing payments, assisting with promotions, handling mail, writing correspondence, collecting information from various publications and placing in scrapbook, updating new books and information in the system and sending out late notices and providing assistance as needed.

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**CLASS REQUIREMENTS:**

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Formal Education / Knowledge	Work requires knowledge necessary to understand basic operational, technical, or office processes. Level of knowledge equivalent to four years of high school or equivalency.
Experience	Six months.
Certifications and Other Requirements	N/A
Reading	Work requires the ability to read reports, tickets, manuals, memorandum, policies, procedures and general correspondence.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division.
Writing	Work requires the ability to write reports and general correspondence.
Managerial	N/A
Budget Responsibility	N/A
Supervisory / Organizational Control	Job has no responsibility for the direction or supervision of others.
Complexity	Normal tasks require use of definite procedures, with little deviation. Work requires little analysis or judgment.
Interpersonal / Human Relations Skills	Contacts others within the organization. These contacts may involve similar work units or departments within the City which may be involved in decision making or providing approval or decision making authority for purchases or projects. Works with individuals outside the City who may belong to professional or peer organizations. Working with various state and federal agencies may also be required. Vendors and suppliers may also be called upon for information on purchases, supplies or products. Meetings and discussions may be conducted with customers, brokers and sales representatives.

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**OVERALL PHYSICAL STRENGTH DEMANDS:**

Sedentary	Light X	Medium	Heavy	Very Heavy
S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time	L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly.	VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

**PHYSICAL DEMANDS:**

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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*This is a description of the way the job is currently performed; it does not address the potential for accommodation.*

PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Standing	F	Copier, fax machine, assisting customers at front desk
Sitting	F	Computer, desk work, process customer accounts, driving
Walking	F	Inter-office, assisting booth attendant
Lifting	F	Boxes of reports and tickets
Carrying	F	Boxes of reports and tickets
Pushing/Pulling	O	Hand truck, ticket equipment, boxes, doors
Reaching	F	For tickets, supplies, money
Handling	F	Forms, boxes, tickets, reports
Fine Dexterity	F	Computer keyboard, writing, telephone keypad, typewriter, calculator
Kneeling	R	Retrieving dropped tickets
Crouching	R	Retrieving dropped tickets
Crawling	N	
Bending	O	Retrieving dropped tickets, picking up boxes
Twisting	O	Picking up boxes, turning to assist customers
Climbing	O	Stairs
Balancing	O	On stairs
Vision	C	Computer monitor, reading, driving
Hearing	C	Communicating with personnel and general public
Talking	F	Communicating with personnel and general public
Foot Controls	O	Driving
Other (specify)	N	

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**MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:**

Adding machines, calculator, radio, telephone, copy machine, fax machine, typewriter, electronic surveillance equipment, computer, printer, standard Microsoft Windows and Office software

**ENVIRONMENTAL FACTORS:**

D = Daily	W = Several Times Per Week	M = Several Times Per Month	S = Seasonally	N = Never
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HEALTH AND SAFETY		ENVIRONMENTAL FACTORS	
Mechanical Hazards	N	Dirt and Dust	D
Chemical Hazards	N	Extreme Temperatures	S
Electrical Hazards	N	Noise and Vibration	D
Fire Hazards	N	Fumes and Odors	D
Explosives	N	Wetness/Humidity	S
Communicable Diseases	N	Darkness or Poor Lighting	N
Physical Danger or Abuse	W		
Other (see 1 below)	N		

PRIMARY WORK LOCATION	
Office Environment	X
Warehouse	--
Shop	--
Vehicle	--
Outdoors	--
Other (see 2 below)	X

- (1)
- (2) Attendant booth

**PROTECTIVE EQUIPMENT REQUIRED:**

None

**NON-PHYSICAL DEMANDS:**

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NON-PHYSICAL DEMANDS	
Time Pressures	F
Emergency Situations	O
Frequent Change of Tasks	O
Irregular Work Schedule/Overtime	O
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	F
Noisy/Distracting Environment	O
Other (see 3 below)	N

- (3)