

CITY OF TOPPENISH
Class Specification

Title: CUSTOMER SERVICE CLERK **Department:** Finance

FLSA Status: Non-Exempt **Reports to:** Finance Director

Effective Date: October 1, 2016

General Summary

Under general supervision of the Finance Director, performs a variety of general administrative duties and front desk functions including cashiering/receipting of utility payments, city licenses, permits, housing payments, parks reservations, recreation registrations and cemetery sales. Provides general information about City programs and functions. This position requires strong customer service skills and the ability to communicate in person and on the phone. In addition, written communication skills are required in preparing correspondence, email, and informational documents. Serves as back-up to the Utility Billing Finance Technician.

Essential Functions/Major Responsibilities

- Promotes positive public relations between the City of Toppenish and its citizens.
- Courteously greets the public and answers questions; responds to inquiries from employees, citizens and others and refers, when necessary, to the appropriate person.
- Reads, interprets, applies and explains City codes, rules, regulations, policies, and procedures to both external and internal customers.
- Receipts payments due on account to the City including but not limited to: utility billing, housing rehabilitation loans, cemetery fees, recreation fees, false alarm fees, licensing and permitting, public utility taxes, etc.
- Assists citizens with various city applications, to include but not limited to: business, rental and animal licenses, building permits, records requests, recreation registrations, park reservations, and cemetery arrangements, etc.
- Receives, opens, and distributes daily mail, and ensures outgoing mail is correctly posted and received by the post office daily.
- Creates and maintains new licensing accounts for Business Licenses, Rental Licenses, and Dog Licenses. Issues renewals and penalties on current accounts and sends out notices.
- As back-up to the Utility Billing Finance Technician:
 - creates new City utility accounts and maintains current accounts for the City's water, sewer, irrigation, stormwater and garbage utilities. Processes meter readings, billings and customer accounts.
 - Investigates billing discrepancies, assists with processing past due and delinquency notices.
 - Assists in coordinating with meter reader and cross-connection specialist to maintain status of account activities and compliance issues.

- Assists in preparing monthly activity reports. Researches and analyzes technical data.
- Transcribes and types letters, memoranda, reports, tabulation, and other materials.
- Assists in the maintenance of records and files.
- Prepares daily cash deposit for reconciliation.
- Performs other duties as assigned.

Knowledge, Ability and Skills

- Knowledge of office practices and procedures.
- Knowledge of business English grammar and spelling.
- Ability to type at the rate of 40 words per minute.
- Ability to make routine arithmetic computations and tabulations accurately and with reasonable speed.
- Ability to learn assigned clerical tasks readily within a reasonable training period, and to adhere to prescribed departmental policies and procedures.
- Ability to establish and maintain effective working relationships with other employees and the public.
- Ability to understand and carry out oral and written instructions.
- Ability to accurately prepare and maintain correspondence, files, and reports.
- Must be able to perform customer account and sub ledger reconciliations.
- Must be able to work in situations with hostile customers while adhering to prescribed departmental policies and procedures.
- Ability to operate the telephone in a clear, well-modulated voice using good diction.
- Ability to prioritize assignments and work independently.
- Knowledge of computer software systems and a moderate proficiency with Microsoft Office including Word, Excel, Outlook, and Publisher.
- Ability to operate equipment such as a printer, copier, scanner, fax machine, mail machine, etc.
- Ability to speak, read, and write Spanish is not required but preferred.

Supervisory Responsibilities

This job has no supervisory responsibilities.

Interpersonal contacts

- Contacts are normally made with others both inside and outside of City government. Most contacts are made verbally and are with city customers.
- Contacts are frequently on a face-to-face basis.

Customer Service Clerk

- Contacts frequently contain confidential/sensitive information which necessitates discretion at all times.
- Contacts are usually made on own initiative.

Education and/or Experience

High School graduate or equivalent, post high school education preferred, but not required.

Two years of progressively responsible related work experience which includes customer service, cashiering and processing and verification, or any equivalent combination of education and experience.

Job Conditions

- Work is performed in an office environment with periods of potentially stressful situations and/or frequent interruptions.
- Position performs extensive close work assignments and computer work.
- May require extensive standing.
- Position requires the ability to multi-task.
- Position may come into contact with irate customers.
- Job may require lifting or carrying up to forty pounds.

APPROVED



Lance Hoyt, City Manager

10/28/2016

Date