

Jurisdiction: City of Ithaca
Jurisdictional Class: Competitive
Adopted: 10/06/97
Revised: 02/14/00, 04/06/05, 09/08/21

CUSTOMER SERVICE REPRESENTATIVE

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for accepting, recording and processing payments for various City invoices and services in the City Chamberlain's Office, using multiple accounting software programs simultaneously. The work also involves accurately reconciling and balancing those payments on a daily basis. The Customer Service Representative is also responsible for accurately relaying information to the public regarding the diverse and various City functions handled by the City Chamberlain's Office. The work involves extensive face-to-face and telephone interaction with the public, including difficult or irate customers. The work is performed under the general supervision of the Supervising Customer Service Representative with leeway allowed and an expectation to exercise independent judgment within the policies and procedures of the Chamberlain's Office and in accordance with NYS Tax Law and Generally Accepted Accounting Principles (GAAP). Supervision is not a function of this class, although employees may be called upon to train new employees in the same or lower job title. Does related work as required.

TYPICAL WORK ACTIVITIES:

Collects payments for various City invoices and services, including property tax bills, water and sewer bills, parking tickets, trash tags, and parking permits; issues receipts, and records and processes such payments;

Greets and receives the public and provides information to customers regarding diverse and various City functions, policies and procedures pertaining to the Chamberlain's Office and Traffic Violations Bureau;

Posts payment figures to appropriate accounts through multiple accounting software programs and verifies all data entered;

Maintains a cash drawer and reconciles cash on hand and checks with payment records;

Follows established office procedures to safeguard significant amounts of money until money is deposited;

Follows established office procedures to safeguard sensitive and confidential customer information;

Prepares simple financial or statistical reports from data entered, including status of accounts, current balances, cash received or paid;

Answers phone calls and provides general information and referrals to other City departments;

Uses multiple accounting software programs to retrieve information related to parking tickets, water and sewer bills, installation and removal of meters, taxes and liens;

Interacts with other City departments and private vendors to assist in the collection of City funds;

Prepares checks for mailing disbursement,

Prepares, maintains and files related records such as records related to processing of payments, correspondence, processing parking ticket appeals, maintaining parking permit records, processing parking lot transactions;

Receives, sorts, and distributes incoming mail and ensures proper postage on outgoing mail;

Trains or assists in the training of new employees;

May perform general clerical duties when required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:

Good knowledge of the procedures used in the City Chamberlain's Office to accept, record process and reconcile payments; good knowledge of software and office equipment used to record, receive and process payments, and ability to effectively use such software and equipment; working knowledge of the organization and functions of City of Ithaca government; working knowledge of office terminology, procedures, equipment and business English; good arithmetic skills; good communication skills; ability to deal effectively with the public, including irate customers; ability to defuse tense situations as they occur at the counter and over the phone; ability to work effectively on a team; ability to multi-task in a fast-paced environment while paying attention to detail; ability to effectively manage time and duties; ability to exercise good independent judgment within the guidelines of the City Chamberlain's Office policies and procedures; ability to operate a personal computer and utilize accounting software programs and common office software programs including word processing, spreadsheet and databases at an acceptable rate of accuracy and speed; ability to communicate effectively both orally and in writing; ability to understand and follow oral and written instructions; ability to establish and maintain effective working relationships with others; ability to analyze and organize data and prepare records and reports; ability to perform close, detail work involving considerable visual effort and concentration; ability to effectively work with and serve a diverse local community; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma and two years of full-time paid customer service experience, or its part-time paid or verifiable volunteer equivalent, which shall have included experience as a cashier, teller, or similar position responsible for accepting, recording and/or reconciling payments, at least one year of which must have involved collecting taxes and other receivables in a municipal office.