

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

CUSTOMER SERVICE REPRESENTATIVE TRAINEE

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for learning to accept, record, and process payments for various City invoices and services using multiple accounting software programs simultaneously. The work also involves accurately reconciling and balancing those payments on a daily basis. The incumbent undergoes on-the-job training in order to learn the diverse and various City functions handled by the City Chamberlain's Office, and by other City departments, in order to provide that information to customers. The work involves extensive face-to-face and telephone interaction with the public, including difficult or irate customers. The work is performed under the direct supervision of Customer Service Representatives or higher-level staff in accordance with well-defined office procedures. Does related work as required.

The term of appointment is limited to one year, during which time employees in this class are required to satisfactorily complete the necessary training. The training shall include both on-the-job training and classroom training related to customer service and/or the collection of receivables. Upon successful completion of the training term and the employee's probationary period, the employee is eligible for promotion to the position of Customer Service Representative without further examination.

TYPICAL WORK ACTIVITIES:

Learns to accept cash, check, and credit card payments for various City invoices and services, including property tax bills, water and sewer bills, parking tickets, trash tags, and parking permits; learns to record and process such payments using multiple accounting software programs;

Learns to count out tender received and reconcile payments and receipts using multiple accounting software programs;

Learns to generate invoices for various billing processes;

Learns office security procedures to safeguard significant amounts of money until money is deposited;

Learns to safeguard sensitive and confidential customer information;

Assists with and observes the provision of information to customers regarding diverse and various City functions, policies and procedures pertaining to the Chamberlain's Office and Traffic Violations Bureau;

Provides general information and referrals to other City departments;

Learns how to provide certified lists of liens to taxpayers, verify amounts, compute penalties and interest, and issue receipts;

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

Learns how to reconcile various City accounts monthly;

Assists with the accountkeeping or routine clerical duties of the Chamberlain's Office as assigned.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:

Working knowledge of office procedures used in the City Chamberlain's Office to collect City revenues and record and process payments; working 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 the City of Ithaca government; 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

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS - continued:

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 effectively work with and serve a diverse local community; ability to understand and follow oral and written instructions; ability to perform close, detail work involving considerable visual effort and concentration; accuracy; reliability; honesty; clerical aptitude; 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.