



CITY OF CAMARILLO

Customer Service Specialist I	Job Code: 622 FLSA: Non-Exempt
--------------------------------------	---

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.

SUMMARY DESCRIPTION

Performs a wide variety of responsible customer service and clerical accounting work involved in performing a range of duties in support of the City's utility billing function; handles high volume of calls, as the customer service call center for the City; provides information and assistance to customers, the general public, and other City staff and departments; maintains files and records; participates in the preparation of various reports; and performs a variety of clerical tasks relative to assigned area of responsibility.

DISTINGUISHING CHARACTERISTICS

Customer Service Specialist I - This is the entry-level class in the Customer Service Specialist series performing the more routine and less complex customer service and clerical accounting support assignments while learning City policies and procedures. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Performs a variety of responsible customer service, clerical accounting, and office support duties in support of assigned function.
2. Responds to inquiries, requests, and complaints in person or by phone; provides explanation of established procedures and policies of the work unit and/or designated program area; starts and stops services; solves customers issues and answers customer questions including billing questions.
3. Prepares, maintains, and/or verifies a variety of accounting, financial, and statistical records, ledgers, logs, and files including customer account information files; gathers, assembles, tabulates, enters, posts, checks, verifies, balances, adjusts, records, and files financial data to various accounts and funds; reviews information to ensure accurate reporting; resolves discrepancies; establishes and maintains various files and records.
4. Occasionally serves as backup to cashiering functions, collects money received by the City including payments for City utility services and business tax as well as payments from various City departments; processes payments by cash, check, money orders, credit card, and money transfer; enters, updates, and files all bank draft applications, changes, and cancellations; posts money received to correct accounts; prepares daily balance record for cash received; prepares and tabulates bank deposits.
5. Starts and stops various utility services for customers; generates, compiles, and processes work orders going out to and returning from field crews to turn water on and off; prepares and proofs delinquent

CITY OF CAMARILLO
Customer Service Specialist I (Continued)

door tag reports and prints tags for field crew to deliver; calculates, prepares, and proofs shut off list and creates and processes water shut off spreadsheet for field crew.

6. Compiles information on delinquent accounts; prepares reports for delinquent accounts; prepares and proofs delinquent letter report; works with delinquent accounts for collections; prepares accounts for collection agency.
7. Processes parking citations from the Police Department; receives citation payment in person or through the mail; coordinates parking citation appeals.
8. Processes bus passes including new, renewal, and exchanged passes.
9. Accounts for, logs, and distributes City credit cards for employees.
10. Performs a variety of general office support functions including typing, record keeping, proofreading, and forms and report generation; receives and sorts incoming mail; files documents.
11. Performs related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

Basic principles, procedures, and methods used in the performance of customer service and clerical accounting duties.

Basic principles and procedures of financial record keeping and reporting.

Basic mathematical principles.

Customer service techniques, practices, and principles.

Methods and techniques of proper phone etiquette.

Principles and procedures of record keeping and filing.

English usage, spelling, grammar and punctuation.

Modern office procedures, methods, and equipment including computers.

Computer applications such as word processing, spreadsheet, and database applications as well as financial software.

Pertinent federal, state, and local laws, codes, and regulations.

Ability to:

Perform a variety of customer services, clerical accounting, and office support duties and activities in support of assigned function.

Perform mathematical calculations quickly and accurately including to add and subtract, multiply and divide, and calculate percentages, fractions, and decimals.

Understand the organization, operation, and services of the City and of outside agencies as necessary to assume assigned responsibilities.

Understand and apply pertinent laws, codes, and regulations as well as organization and unit rules, policies, and procedures with good judgment.

Implement and maintain filing systems.

Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.

Compile a variety of information and records and exercise good judgment in maintaining information, records, and reports.

Read, understand, and review documents for accuracy and relevant information.

CITY OF CAMARILLO
Customer Service Specialist I (Continued)

Operate and use modern office equipment including a computer and various software packages.
Adapt to changing technologies and learn functionality of new equipment and systems.
Use applicable office terminology, forms, documents, and procedures in the course of the work.
Type and enter data at a speed necessary for successful job performance.
Understand and follow oral and written instructions.
Maintain composure and exercise good judgment when answering demanding questions.
Utilize public relations techniques in responding to inquires and complaints.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective professional working relationships with those contacted in the course of work.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

Equivalent to the completion of the twelfth grade. Additional specialized training or college level course work in accounting, business administration, or a related field is highly desirable.

Experience:

One year of customer service, specialized clerical, accounting clerical, or administrative/business experience involving routine bookkeeping or related record keeping.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting with extensive public contact and frequent interruptions; work is fast paced with multiple deadlines.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

April, 2008
Johnson & Associates

Revised: November, 2014