



CITY OF CAMARILLO

Customer Service Specialist II

Job Code: 621

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 business tax, utility billing, and cashiering functions and programs areas; 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 II - This is the full journey level class within the Customer Service Specialist series. Employees within this class are distinguished from the Customer Service Specialist I by the performance of the full range of customer service and clerical accounting support duties as assigned. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit.

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 or program area including in the areas of business tax, utility billing, and cashiering.
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; codes data according to prescribed accounting procedures; reviews information to ensure accurate reporting; resolves discrepancies; establishes and maintains various files and records.
4. Assists in the preparation of financial, accounting, and statistical statements, analyses, documents, and reports; assists other staff and departmental management in the preparation of reports; gathers and organizes data.
5. Generates, prepares, and maintains billings for a variety of City services including water, sewer, and refuse accounts; creates and reviews utility bills for any discrepancies and makes all changes and corrections; generates and reviews meter reading consumption reports; calls and investigates customers with unusually high or low water consumption; calculates and enters corrected read, re-

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- reads, and meter/register exchanges; reviews and processes customer submitted leak adjustment forms.
6. Collects, processes, and reconciles 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; reconciles selected general ledger accounts.
 7. 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 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.
 8. 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; sends accounts to collections agency and follows-up as necessary; reviews reports from collection agency; processes all adjustments and write-offs on delinquent accounts.
 9. Processes parking citations from the Police Department; receives citation payment in person or through the mail; coordinates parking citation appeals; prepares updates and reports for parking citations to and from the DMV.
 10. Processes bus passes including new, renewal, and exchanged passes.
 11. Serves as custodian of petty cash; assumes responsibility for maintaining records of petty cash distributions; reconciles petty cash; ensures ample supply of cash on hand.
 12. Accounts for, logs, and distributes City credit cards for employees.
 13. Processes and issues new and renewed business tax certificates and business related permits; provides information and instructs applicants on policies, procedures, and regulations; determines type of business and assigns taxing category; calculates tax due including penalties and interest; receives and processes tax payments for new applications and renewals.
 14. Issues and tracks permits including those for second hand dealers, massage technicians, live entertainment, taxicabs, and solicitors; receives, reviews, and processes applications; submits applications to law enforcement agency as required.
 15. Participates in enforcement activities related to the business tax program area; investigates new and existing business; pro-actively locates businesses not in compliance with City ordinances; make inquiries and follow-up on cases not in compliance; bring businesses into compliance.
 16. Receives and processes Hotel Transient Occupancy Tax Reports (TOT); accepts and processes monthly TOT from hotels; verifies and reviews exemptions for acceptance for completeness and accuracy; notifies hotels of any errors and sends notices for additional tax due.
 17. Processes special event applications; reviews applications and investigates to determine tax obligations; contacts event coordinator for information; provides and processes applications.
 18. 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.

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19. 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.
Methods and techniques of coding, verifying, balancing, and reconciling accounting records.
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.
Business letter writing and basic report preparation.
Modern office procedures, methods, and equipment including computers.
Computer applications such as word processing, spreadsheet, and database applications as well as financial and statistical 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 a variety of accounting, fiscal, and statistical record keeping duties including to prepare, maintain, and reconcile a variety of records and files.
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.
Participate in the preparation of a variety of administrative and financial reports.
Read, understand, and review documents for accuracy and relevant information.
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.

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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:

Two years of responsible customer service, cashiering, or clerical accounting experience comparable to that of a Customer Service Specialist I with the City of Camarillo.

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.

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Johnson & Associates

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