

CUSTOMER SERVICES ASSISTANT**Definition**

Under general supervision, greets the public in person and over the telephone; takes utility billing and other payments and provides information and assistance regarding City services and procedures; provides a variety of office support work to City Hall staff; prepares, processes and distributes a variety of correspondence, reports and forms; maintains accurate records and files; and performs related work as required.

Class Characteristics

This class normally provides the first contact that the public has with the City, whether in person or over the telephone. Incumbents complete forms to begin and disconnect utility services, collect utility service fees and other revenue, provide information and direct callers to the proper person, office or agency. Responsibilities also include word processing, typing, entering information into various computer systems, filing and providing other general office support services to administrative staff. This class is distinguished from other City office support classes in that the work requires extensive contact with the public in addition to the performance of general office support work.

Examples of Duties (Illustrative Only)

- Provides initial contact with the public and representatives of other agencies as callers and visitors to City Hall at a public counter or over the telephone; determines the nature of the contact; provides factual information regarding services, policies and procedures, takes messages, or directs the caller to the proper individual or agency.
- Collects and receipts payments for utility billings, building, encroachment, fence and other permits, business licenses and other revenues due to the City; balances receipts and money received.
- Provides applications, forms and other information to the public; answers questions and gives factual information regarding City services, activities and regulations.
- Obtains information to begin or end utility service; enters the information into both an automated and a manual record keeping system; arranges for field service connection or disconnection and the refund of service deposits as appropriate.
- Processes utility meter readings through an automated system; produces and verifies utility billings and prepares billings for mailing; produces delinquent lists and follows-up with standardized notices.
- Prepares correspondence, reports, forms, purchase orders, labels and specialized documents from drafts, notes, previous documents or brief instructions, using a word processor or typewriter.
- Proofreads and checks materials for accuracy, completeness, compliance with departmental and City policies and correct English usage, including grammar, spelling and punctuation.
- Prepares and updates a variety of reports and records which may require the use of arithmetic calculations and the consolidation of materials from several sources.
- Establishes and maintains office files; researches and compiles information from such files and purges or transfers files as required.
- Opens, sorts, date stamps and distributes incoming mail; processes outgoing mail.
- Operates a variety of standard office equipment, including a computer, copier, facsimile equipment and a centralized telephone system.

Qualifications

Knowledge of:

- Standard office practices and procedures, including records management and the operation of standard office equipment.
- Business letter writing and the standard format for correspondence and reports.
- Applicable regulations, policies and statutes.
- Business arithmetic
- Correct English usage, including spelling, grammar and punctuation.
- Computer applications related to the work.
- Filing principles and practices.
- Techniques for dealing with and solving the problems presented by a variety of individuals from various socio-economic, cultural and ethnic backgrounds, in person and over the telephone.

Skill in:

- Performing detailed and responsible office support work.
- Applying and explaining policies, procedures and regulations.
- Composing correspondence independently or from brief instructions.
- Making accurate arithmetic calculations.
- Compiling and summarizing information to prepare clear and accurate reports.
- Maintaining accurate records and files.
- Understanding and following oral and written directions.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.
- Typing or word processing at a rate of 40 net words per minute.

Education and Experience:

Equivalent to graduation from high school and two years of general office support or secretarial experience. Experience in dealing with the public is desirable.