ASHEVILLE, NORTH CAROLINA

Classification Specification

Customer Service Representative I
Job Code: 9925
FLSA: Non-Exempt

Purpose of Classification:

The purpose of this classification is to provide customer service for an assigned department providing routine information and answering questions regarding policies, procedures, fees, and other issues.

Distinguishing Characteristics:

This is the first level in the Customer Service Representative series.

Essential Functions:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Performs customer service functions according to area of assignment: greets visitors, answers phone calls and emails, and assists customers, citizens, and taxpayers; provides information regarding City services, programs, policies, and procedures; refers issues to appropriate department and/or staff member; and takes and/or relays messages, as necessary.

Assists staff or customers in resolving issues for area of assignment: interacts with staff from other departments and outside agencies to conduct research, exchange information, respond to inquiries, and resolve problems; and keeps customers informed of status of service requests and problem resolution.

Establishes and maintains records regarding customer interactions and requests: enters customer information and concerns into department database; prepares work orders and coordinates services with other staff as appropriate; and maintains files of completed work orders, account documentation, and other program records.

Receives, records, and prepares receipts for payments for department fees and services: answers questions regarding accounts, charges and fee schedules, policies, procedures, etc.; enters and updates account information in department database; and processes related documentation according to established procedures.

Communicates with supervisor, other City employees, contractors, the public, outside agencies and organizations, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures: receives, reviews, prepares, completes, processes, forwards or retains as appropriate various forms, reports, correspondence, and other documentation; compiles data for further processing or for use in preparation of department reports; and maintains computerized and/or hardcopy records.

Operates a personal computer to enter, retrieve, review, or modify data, utilizing word processing, spreadsheet, database, Internet, e-mail, or other software; and operates general office or other equipment as necessary to complete essential functions.

Additional Functions:

Performs other related duties as required.

Minimum Qualifications:

High school diploma or GED required; previous work experience is preferred; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: None.

Specific Knowledge, Skills, or Abilities: Must be able to demonstrate proficiency in performance of the essential functions and learn, comprehend, and apply all City or departmental policies, practices, and procedures necessary to function effectively in the position.

Performance Aptitudes:

Data Utilization: Requires the ability to determine, calculate, tabulate, or summarize data/information, following a prescribed plan requiring the exercise of some judgment. Includes performing subsequent actions in relation to these computational operations.

Human Interaction: Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference and descriptive data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret

graphs.

Functional Reasoning: Requires the ability to carry out instructions furnished in written, oral, or diagrammatic form. Involves semi-routine standardized work with some latitude for independent judgment concerning choices of action.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving a variety of generally pre-defined duties which are often characterized by frequent change.

ADA Compliance:

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Some tasks require the ability to perceive and discriminate sounds and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

The City of Asheville is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.