

## City of Fort Worth, Texas Job Description

<b>Classification Title</b>	Customer Service Representative I		
<b>Job Code:</b>	CL5040	<b>Job Family:</b>	Clerical
<b>Pay Grade</b>	504	<b>Date Reviewed:</b>	06/21/2015
<b>FLSA Status</b>	Nonexempt	<b>Date Revised:</b>	10/05/2024

### GENERAL SUMMARY

Performs a wide variety of basic customer services and clerical tasks in support of assigned department. Responds to customer complaints and inquiries.

### ESSENTIAL DUTIES & RESPONSIBILITIES

*The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.*

1. Provides a wide variety of basic customer services in support of various departments.
2. Performs a variety of basic clerical functions. Maintains and updates filing systems. Processes and files forms, reports and permits. Prepares general correspondence and performs calculations and monetary transactions. Researches files and records.
3. Responds to customer inquiries and complaints in a timely and efficient manner; Resolves problems within area of assignment. Explains applicable policies and procedures.
4. Performs other related duties as required.
5. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

### **When assigned to Library:**

1. Interacts regularly with the public in person and over the phone. Responds to inquiries and complaints regarding circulation services. Responds to patron problems concerning the operation of the automated library system.
2. Creates and maintains patron data files. Assists in the registration of new patrons and determines appropriate patron category and residence eligibility.
3. Performs general circulation duties. Receives and discharges library materials and collects fines and fees. Computes amounts due for library cards, lost or damaged items or use of library equipment.
4. Routes materials to and from other libraries within the automated system and interlibrary loan.

5. Receives, sorts and shelves new library materials including books, periodicals and reference materials. Assists patrons in locating needed materials.
6. Interprets, applies and explains library policies and procedures to the general public. Enforces the adherence to policies as required.

**When assigned to Planning & Development:**

1. Reviews, updates and issues registrations, licenses, and permits in accordance with applicable codes and ordinances. Processes and distributes renewals to applicants with appropriate fees.
2. Assists with scheduling inspections and certificates of occupancies; calculates, processes and verifies fees associated with various permits.
3. Issues, renews and revokes alarm permits in accordance with the ordinance.
4. Performs administrative work in the receipt of permit applications and verification of contractor status.
5. Researches and processes transactions for waived fees by determining validity of accounts, availability of funds or exemptions based on City agreements.

**When assigned to Water or Transportation & Public Works (TPW):**

1. Answers the telephone and provide assistance to the general public and city staff. Responds to inquiries and complaints concerning assigned department.
2. Obtains specific details in a problem situation. Inputs data into a computer system.
3. Dispatches information and proper personnel to the field utilizing radio equipment.
4. Compiles detailed monthly dispatch reports and maintains activity logs.
5. Receives calls from crews regarding certain materials or supplies needed.
6. Assists crews with repair work by providing information from maps regarding location.
7. Notifies other departments, supervisors, and superintendents of emergencies and repair situations.
8. Operates a variety of office equipment including telephone, computer, copy machine, and other equipment related to duties.
9. Types routine forms, letters, reports and other data. Posts, codes and transcribes records; assembles reports, copies, collates, and staples documents.
10. Performs a variety of general clerical duties.
11. Performs other duties as required.

## **KNOWLEDGE, SKILLS & ABILITIES**

- **Knowledge of:**
  - Basic services and activities of a customer service program within the area of assignment.
  - Effective methods and techniques of customer service.
  - Techniques of reading and interpreting City maps and boundaries.
  - Various equipment and tools related to assigned responsibilities.
  - Basic principles and procedures of record keeping.
  - Principles and practices of data entry and filing.
  - Basic principles and practices of accounting.
  - Operational characteristics of a library, or assigned area.
  - Basic principles and procedures of library circulation, infrastructure services, or assigned area.
  - Modern office procedures, methods and equipment including computers.
  - Pertinent Federal, State and local codes, laws and regulations.
- **Skill in:**
  - Making observations.
  - Operating assigned equipment.
  - Prioritizing activities.
  - Time Management.
  - Attention to detail.
  - Computer programs and related software.
  - Critical thinking.
  - Customer relations.
- **Ability to:**
  - Perform a variety of library circulation duties within an assigned library.
  - Respond to requests and inquiries from the general public.
  - Maintain and update a variety of accurate files, records and reports.
  - Operate and use modern office equipment.
  - Understand and follow oral and written instructions.
  - Communicate clearly and concisely, both orally and in writing.
  - Establish and maintain effective working relationships with those contacted in the course of work.

## **MINIMUM JOB REQUIREMENTS**

High school diploma/GED and no previous experience required.

## **OTHER REQUIREMENTS**

None.

## **WORKING CONDITIONS**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, stooping, kneeling, crouching, reaching, walking and repetitive motions.

## **PHYSICAL DEMANDS**

*The physical demands described here 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 functions.*

Sedentary Work – Depending on assignment, positions in this class typically exert up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or or constantly having to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.