

City of Fort Worth, Texas Job Description

Classification Title	Customer Service Representative II		
Job Code:	CL5050	Job Family:	Clerical
Pay Grade	505	Date Reviewed:	06/21/2015
FLSA Status	Nonexempt	Date Revised:	09/14/2020

GENERAL SUMMARY

Provides a wide variety of general customer services in support of various departments. Performs a variety of general clerical tasks. 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 general customer services in support of various departments.
2. Performs a variety of general clerical functions. Maintains and updates complex filing systems; processes forms, reports and permits. Prepares general correspondence. Performs calculations and monetary transactions. Researches files and records depending on area of assignment.
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 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 Fire Prevention:

1. Responds to citizen questions and inquiries regarding fire prevention and various fire investigation activities.
2. Responds to general contractor questions and inquiries regarding uniform fire codes and required fire code inspections.
3. Receives and inputs all fire incident, investigation and inspection reports into computer; prepares and mails inspection certificates.
4. Issues permits to contractors and the general public in compliance with uniform fire codes; obtains money and issue receipts for permits.
5. Records information from the general public regarding various fire incidents. Receives complaints from the general public and prepare complaint forms.

When assigned to Library:

1. Interacts regularly with the public in person and over the phone. Responds to inquiries and complaints regarding circulation services and 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. Collects fines and fees and prepares deposits and 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 and 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.
7. Assists with the training of new employees as needed.

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. Schedules 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 applications of permits and verification of contractor status.
5. Researches and prepares letters and correspondence to customers with delinquent accounts and revoke permits.
6. Processes specialized permits such as gas compressor site, moving/wrecking, door to door, and alarm.
7. Researches and processes transactions for waived fees by determining validity of accounts, availability of funds or exemptions based on City agreements.

When assigned to Police:

1. Receives calls from the general public wishing to file a police offense report. Records type of offense, time of call, name of caller, service number of report and other pertinent information. Returns calls and obtains additional information.
2. Transcribes police offense reports from officers or the general public into a digital transcription system.

3. Researches and retrieves information from terminal, backlog reports, files, cards and other documents for appropriate personnel.
4. Receives handwritten reports and prioritizes input into the computer system; ensures proper information is accurately noted.
5. Responds to questions and inquiries from the general public regarding program operations and methods used to transcribe pertinent report information.
6. Maintains detailed and accurate files and records of police offense reports and correspondence.

When assigned to Water/Wastewater Billing:

1. Responds to customer inquiries or complaints regarding water bills and makes adjustments to customer accounts as needed. Recommends cash refunds as necessary and refunds balances when account closes.
2. Receives applications for new water and/or sewer service or changes in current service; creates or modifies customer accounts as necessary.
3. Collects and processes water service payments and makes appropriate journal entries. Accepts partial payments as necessary.
4. Develops term payment agreements for delinquent and miscellaneous accounts and turns delinquent accounts over to appropriate collection agency.
5. Prepares miscellaneous accounts receivable, adjustments and miscellaneous journals Prepares reconciliation to balance with daily cash and general ledger.

When assigned to Property Management/Fleet:

1. Performs various clerical duties in support of the service center.
2. Researches and collects information to prepare, produce and distribute monthly maintenance reports, production reports and various other reports upon supervisor request.
3. Acts as liaison to customer for resolving repair questions.
4. Arranges and coordinates vendor pick up and repairs, checks on repair status, updates notes and informs customers.
5. Coordinates vendor activities and transportation of equipment.
6. Interacts with multiple customers to create and monitor repair requests.

KNOWLEDGE, SKILLS & ABILITIES

- **Knowledge of:**
 - Advanced 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.
 - Prioritization.
 - Making sound decisions.
- **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 two years responsible customer service experience within the area of assignment.

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.

Light Work – Depending on assignment, positions in this class typically exert up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and/or a negligible amount of force constantly having to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for the Sedentary Work category and the worker sits most of the time, the job is rated Light Work.