

City of Fort Worth, Texas Job Description

Classification Title	Senior Customer Service Representative		
Job Code:	CL5220	Job Family:	Clerical
Pay Grade	507	Date Reviewed:	06/15/2015
FLSA Status	Nonexempt	Date Revised:	02/05/2021

GENERAL SUMMARY

Provides a full range of customer service support to various departments. Leads, oversees and participates in the more complex and difficult work of employees. Performs a variety of general clerical tasks. Responds to customer complaints and inquiries in a timely and efficient manner.

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. Leads, plans, reviews and participates in the work of employees responsible for providing a wide variety of customer services in support of assigned department. Trains assigned employees in their areas of work including proper customer service methods, procedures and techniques.
2. Performs a variety of general clerical functions, which include maintaining and updating complex filing systems; processing forms, reports and various permits; preparing general correspondence; performing calculations and monetary transactions; researching 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; and, explains applicable policies and procedures.
4. Provides support and guidance to supervisors and management staff. Verifies the work of assigned employees for accuracy, proper work methods, techniques and compliance with applicable standards and specifications.
5. Performs other related duties as required.
6. 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; prepare and mail inspection certificates.

4. Issues permits to contractors and the general public in compliance with uniform fire codes; obtain money and issue receipts for permits.
5. Records information from the general public regarding various fire incidents; receive 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; respond to inquiries and complaints regarding circulation services; respond 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; determine appropriate patron category and residence eligibility.
3. Performs general circulation duties; receives and discharges library materials; collects fines and fees and prepares deposits; 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; enforce 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; and 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. Performs administrative work in the receipt of applications of permits and verification of contractor status.
4. Researches and prepares letters and correspondence to customers with delinquent accounts and revokes permits.
5. Processes specialized permits such as gas compressor site, moving/wrecking, door to door, and alarm. 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. Reviews, updates, and issues registrations, licenses, and permits in accordance with applicable codes and ordinances; and 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.

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 revokes 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 Water/Wastewater Billing:

1. Responds to customer inquiries or complaints regarding water bills; make adjustments to accounts as needed. Recommends cash refunds as necessary; refunds balances when account closes.
2. Receives applications for new water and/or sewer service or changes in current service; creates or modify customer accounts as necessary.
3. Collects and processes water service payments. Makes appropriate journal entries; accepts partial payments as necessary.
4. Develops term payment agreements for delinquent and miscellaneous accounts. Refers 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.

KNOWLEDGE, SKILLS & ABILITIES

• **Knowledge of:**

- Microsoft Office, Multimedia programs, Avaya (telephone), AS400, and Customer Relations Management.
- Records management software and procedures.
- Texas state laws and legal exceptions regarding releasable information to the public, Texas agencies, and other requesting entities.
- Pertinent Federal, State and Local laws, codes, regulations and ordinances.
- City's Personnel Rules and Regulations.
- City's permit processing procedures.
- Freedom of Information Act software.
- Business and management processes.
- City Cash Handling Procedures.
- City Purchasing Policy and Procedures.
- Basic financial knowledge, accounting skills, and use of Microsoft Excel and Outlook.
- Department, procedures, software, and laws on releasing information/records.
- Microfiche.
- Methods of curriculum for training, teaching and instructing for groups and individuals.
- Bookkeeping and payroll.
- Accounts Payable/Receivable.
- Public Records system.
- Principle of record keeping.

- **Skill in:**
 - Effective training and presentation skills.
 - Excellent written and verbal communication.
 - Telephone and Customer Service.
 - Clerical skills and office equipment knowledge.
 - Critical thinking.
 - Organization. Attention to detail.
 - Research and document retrieval.
 - Problem solving.
 - Good judgment and decision-making.
 - Basic math.
 - Spreadsheet and database creation.
 - Keyboarding.
- **Ability to:**
 - Listen and comprehend information.
 - Prepare and documents and reports.
 - Enter and process work orders.
 - Maintain confidentiality.
 - Comprehend detailed information.
 - Find and reconcile discrepancies.
 - Manage office.
 - Use office equipment.
 - Listen attentively. De-escalate conflict.
 - Answer public information.
 - Assist internal and external customers.
 - Understand line item accounts.
 - Multitask.

MINIMUM JOB REQUIREMENTS

High school diploma/GED in a related field and three years of directly related customer service experience.

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, repetitive motions, climbing, balancing, pushing, pulling and lifting.

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.