

CITY OF OVERLAND PARK POSITION DESCRIPTION

TITLE:	Customer Service Representative	BAND/LEVEL:	ADM II
DEPARTMENT:	Planning & Development Services	JOB NO:	4030
DIVISION:	Community Services	DATE:	05/20/16
REPORTS TO:	Supervisor, Administrative Support	FLSA STATUS:	NE
FULL-TIME: X	PART-TIME:	TEMPORARY:	COST CENTER: 605

REPLACES: Customer Service Representative

DATE: 03/25/12

JOB SUMMARY STATEMENT:

Provides customer service for the Community Services Division. Answers telephone and assists general public. Processes fees for various applications; maintains case files; enter appropriate information into case tracking software and creates correspondence as requested by staff. Performs general office and clerical duties as needed.

DUTIES AND RESPONSIBILITIES:

1. Provides customer service for the Community Services Division via telephone, emails and walk-ins. Greets visitors. Directs customers to the appropriate location or department for service. Answers telephone and assists general public by providing information on City/department policies and procedures. Refers callers to correct person and takes and relays messages.
2. Assign the Planning and Development Services department on-line customer requests to the responsible division.
3. Assists customer with filling out applications for various permits such as rental registration, temporary food service, food establishment and public or semi-public swimming pools. Processes fees for various applications. Maintains applications and forms. Checks for necessary updates. Serves as notary public.
4. Enters appropriate information into case tracking software regarding permits and complaints. Creates correspondence as requested by staff.
5. Performs a wide variety of clerical work including typing, maintaining files, handling record requests, printing and posting conference room schedules, scheduling conference rooms for meetings and ordering and setting up meals for various meetings. May receive, sort and distribute mail into proper mailboxes.
6. Coordinates with Administrative Support Supervisor to maintain the division's web pages on the City's internet website to assure the information is current, accurate and timely.
7. Types and proofreads routine to complex correspondence, reports, purchase orders, performance agreements, bid lists, and other documents for one or more members of management or staff. Maintains division files.
8. Makes travel and meeting arrangements. May record, prepare, and distribute meeting minutes. May be required to use an email calendar system.
9. May maintain records of materials, supplies, equipment, and services obtained. May contact vendors for price quotes, to place orders, expedite delivery, and reconcile invoices. May prepare purchase orders, process payments, and updates fixed asset file.
10. Performs miscellaneous and general office duties as needed.
11. The employee must work the days and hours necessary to perform all assigned responsibilities and tasks. Must be available (especially during regular business hours or shifts) to communicate with subordinates, supervisors, customers, vendors and any other persons or organization with whom interaction is required to accomplish work and employer goals.

12. The employee must be punctual and timely in meeting all requirements of performance, including, but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduled work breaks, where applicable.

GENERAL QUALIFICATIONS

EDUCATION & SPECIAL LICENSE(S)/CERTIFICATIONS:

Basic education which includes courses in typing, general office practices, office machines, customer service and business communications or an equivalent combination of education and work experience. Required to obtain and serve as a notary public.

EXPERIENCE:

Two years of clerical/customer support experience.

SKILLS:

1. Oral and written communication skills
2. Basic math and accounting skills
3. Analytical skills
4. Organizational skills
5. Typing skills
6. Listening skills
7. Customer service skills (in person and over phone)
8. Proofreading skills
9. Must have a working knowledge of windows-based word-processing and spreadsheet software applications. Preference for Word and Excel.

MENTAL REQUIREMENTS:

1. Ability to recognize and protect confidential information
2. Ability to organize files and effectively retrieve
3. Logical reasoning; sound judgment; and the ability to deal with sensitive situations in a tactful, empathetic manner
4. Alpha and numeric recognition
5. Ability to read and comprehend City codes, permit applications, and file information
6. Ability to comprehend computer software principles
7. Ability to compute basic math computations
8. Ability to work in a hectic environment with many interruptions
9. Ability to meet specific deadlines

PHYSICAL REQUIREMENTS:

1. Hand and eye coordination adequate to input computer, calculator, typewriter, copy and fax machine, cash register, credit card machine, scanner, and microfilm reader
2. Ability to make and receive phone calls
3. Ability to distinguish colors
4. Ability to lift 20 pounds and transport 80 feet

SUPERVISORY RESPONSIBILITY (Direct & Indirect):

None

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.