

CITY OF OVERLAND PARK POSITION DESCRIPTION

TITLE:	Customer Service Representative, Senior	BAND/LEVEL:	ADM III
DEPARTMENT:	Planning & Development Services	JOB NO:	4035
DIVISION:	Community Services	DATE:	04/12/16
REPORTS TO:	Supervisor, Administrative Support	FLSA STATUS:	NE
FULL-TIME: XX	PART-TIME:	TEMPORARY:	COST CENTER: 605

REPLACES: Customer Service Representative, Senior

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 management software and creates correspondence as requested by staff. Performs general office 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. Reconciles daily cash report. Assists with department audits. 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, ordering and setting up meals for various meetings, creating and distributing agendas, call and notice letters, meeting minutes as needed. 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. Processes payroll and maintains related confidential personnel files. Enters information into computerized payroll system (hours worked and leave taken from time cards, time sheets, and leave request forms). Prepares and submits pay adjustment forms. Contacts appropriate person to obtain information and resolve routine payroll problems.
10. 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.
11. Coordinates with Administrative Support Supervisor in the training of new processes or the training of new staff members.

12. Performs miscellaneous and general office duties as needed.
13. 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.
14. 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.

The above duties and responsibilities include those tasks, physical and mental requirements, visual requirements, unique physical surroundings and mental/cognitive requirements listed in the Position Description Questionnaire and Task Analysis Worksheet.

GENERAL QUALIFICATIONS

EDUCATION & SPECIAL LICENSE(S)/CERTIFICATIONS:

Basic education, which includes courses in typing, general office practices, office machines and business communications or an equivalent combination of education and work experience. Basic Accounting and Customer Services Education or work experience is highly recommended. Required to obtain and maintain a notary public.

EXPERIENCE:

Three years 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. Ability to train and guide others
10. Must have a working knowledge of windows-based word-processing and spreadsheet software applications. Preference for Word and Excel.
11. Demonstrates proficiency in case management software.

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 and scanner

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.