

**CITY OF HUGHSON**  
**CUSTOMER SERVICE CLERK**

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

**DEFINITION:**

Under general supervision, learns to perform a variety of customer services duties and associated accounting tasks involving financial transactions and record keeping such as utility billing, cashiering, collection of building permit revenue, business licensing and revenue recovery. This position will also perform a wide variety of general clerical activities and work related to both internal and external customers.

**DISTINGUISHING CHARACTERISTICS:**

The Customer Service Clerk is an entry level position responsible for a variety of customer services duties. Initially, under immediate supervision, incumbents perform the more routine clerical and customer services duties while learning City policies and procedures. As experience is gained, there is greater independence of action within established guidelines.

**SUPERVISION RECEIVED/EXERCISED:**

Receives immediate supervision from a higher level supervisor; receives technical and functional supervision from a manager within the Finance/Administrative Services department. Incumbents do not routinely exercise supervision.

**ESSENTIAL FUNCTIONS:** *(include but are not limited to the following)*

- Perform a variety of general clerical duties including computer data entry, typing, and maintaining files and records; order office supplies and forms; compose public information documents for the City; maintain and update the City website.
- Assist customers, both internal and external, by answering questions and providing information over the telephone and in person regarding customer service related programs, facility rentals, utility accounts, business licensing and other City procedures.
- Collect and receipt revenues for facility rentals; provide tours of facilities; process facility rental application, review for completeness; maintain calendar of facility rentals; communicate with security firms to ensure rental compliance.

- Count cash drawer; balance cash, checks and credit card payments; prepare bank deposits.
- Process incoming mail; open, sort and process utility payments; verify account numbers and amount paid; process returned mail.
- Process and match payment vouchers and invoices; verify accuracy of information, research discrepancies, assign codes and verify with registers.
- Run a variety of reports; research and resolve discrepancies related to transaction and customer accounts.
- Actively pursue delinquent accounts in all facets of collection process.
- Process online payments including downloading files; printing reports and verifying totals.
- Prepare daily banking documents and materials; prepare and type various bills and notices.
- Review letters included with payments to determine if a service change is required; make appropriate change.
- Receive and monitor 48 hour utility notices; monitor accounts for new customer sign-up; review, grant or deny requests for payment extension.
- Sign up new residents for utility services; transfer service from one property owner to another; explain billing, policy and procedures to customers; cancel utility services.
- Coordinate with other City departments to ensure compliance with the Municipal Code.
- Review business license applications to ensure completeness; input business license information into the system and calculate license fees; print business licenses; generate listing of new business licenses; identify and contact business that have not applied for a business license.
- Post and receipt payments for building permits.
- Operate a personal computer for a variety of applications, depending on assignment.
- Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

- Perform related duties as assigned.

**PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:**

Position requires prolonged use of a computer keyboard, sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing reports using a computer keyboard. Additionally, the position requires near and far vision in reading written reports and work related documents. Frequent decision-making and concentration and frequent public and/or coworker contact. Acute hearing is required when providing phone and personal service. The need to lift, drag and push files, paper and documents weighing up to 25 pounds also is required.

Work is performed in a typical temperature controlled office environment subject to typical office noise and environment. Position may require occasional overtime or weekend work and travel is rare.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

**QUALIFICATIONS:** *(The following are minimal qualifications necessary for entry into the classification.)*

**Education and/or Experience:**

Any combination of education and experience that provides the knowledge, skills and abilities necessary for a Customer Service Clerk. A typical way of obtaining the required qualifications is to possess the equivalent of:

One year of clerical experience in an office setting involving financial record keeping, including accounting, cashiering, customer services or related function. A high school diploma or equivalent.

**License/Certificate:**

Possession of, or ability to obtain, a valid class C California driver's license.

**KNOWLEDGE/ABILITIES/SKILLS:** *(The following are a representative sample of the KASs necessary to perform essential duties of the position.)*

**Knowledge of:**

Standard office and administrative policies and procedures; specified computer applications involving word processing, data entry, database access and/or

standard report generation; business arithmetic; basic principles of mathematics; methods and techniques of scheduling work assignments; standard office procedures, practices and equipment; modern office equipment, including a computer and applicable software; methods and techniques for record keeping and report preparation and writing; proper English, spelling and grammar; occupational hazards and standard safety practices.

**Ability to:**

Provide general clerical support to a specialized work unit; use applicable office terminology, forms, documents and procedures in the course of the work; maintain accurate office files; compose correspondence and documents; meet critical deadlines; deal successfully with the public, in person and over the telephone; courteously respond to community issues, concerns and needs; interpret, explain and apply applicable laws, codes and regulations; read, interpret and record data accurately; organize, prioritize and follow-up on work assignments; work independently and as part of a team; make sound decisions within established guidelines; analyze a complex issue, and develop and implement an appropriate response; follow written and oral directions; observe safety principles and work in a safe manner; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

**Skill to:**

Operate standard office computer equipment, including a computer and a variety of word processing and software applications.