JOB POSTING

The City of Traverse City
Human Resources

Announcement No. 15-020a **POSTED: August 7, 2015**

EXTERNAL POSTING
CUSTOMER SERVICE REPRESENTATIVE

Applications are being received in the City Human Resources Office for a Customer Service Representative.

Under the direct supervision of the Deputy Treasurer and general supervision of the City Treasurer/Finance Director, serves as primary contact for citizen inquiries by telephone and in person. Performs work of moderate difficulty in recording and processing billing, financial and routine accounting, support services, and record maintenance.

- High School diploma or equivalent, with additional applicable related course work as necessary to maintain ability and skills.
- Knowledge and ability of basic bookkeeping practices, office procedures, and data processing.
- Working skill in performing mathematical computations rapidly and accurately; working skill in learning and following routine accounting and billing clerical procedures.

Residency requirement: 20-mile radius from nearest City limit. Starting Wage - $17.70/hr. Competitive benefits package. A detailed job description and minimum qualifications can be viewed at http://www.traversecitymi.gov/employment.asp . Please submit resume, cover letter and three professional references to the City of Traverse City, Human Resources Office, 400 Boardman Avenue, Traverse City, MI 49684 or via email to citypers@traversecitymi.gov no later than **Friday August 21, 2015 at 5:00 p.m.**

Traverse City is an Equal Opportunity Employer.

CITY OF TRAVERSE CITY
Job Description

CUSTOMER SERVICE REPRESENTATIVE

Supervised By: City Treasurer/Deputy City Treasurer
Supervises: No supervisory responsibility
Status: Non-exempt

General Summary:
Under the direct supervision of the Deputy Treasurer and general supervision of the City Treasurer/Finance Director, serves as primary contact for citizen inquiries by telephone and in person. Performs work of moderate difficulty in recording and processing billing, financial and routine accounting, support services, and record maintenance.

Essential Job Functions:
An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Collects fees for utility billing, taxes, special assessments, and all other revenue due the City. Processes appropriate receipts and posts transactions.

2. Assists customers/citizens over the telephone and in person in answering inquiries, assisting with utility activation/terminations, explains details regarding billings for taxes, utilities, and other city invoices and resolves customer issues.

3. Performs accurate work associated with daily/monthly balancing of receipts and preparation of supportive documentation on a daily/monthly basis in balancing receipts from subsidiary programs to the general ledger. Prepares daily bank deposits and coordinates the electronic submission of customer checks.

4. Coordinates daily utility work orders with other departments to ensure accurate/timely completion of work performed.

5. Audits daily/weekly/monthly billing data, maintains utility billing system files, and serves as utility billing clerk back-up. Assists utility collections clerk with clerical duties such as printing, sending computer generated notices, creating mail merge files for letters as required by ordinance and assisting with mailings as the need arises.

6. Coordinates daily/monthly activity with lock box accounts and monitors and processes exceptions on a daily basis. Answers routine customer/citizen inquiries.

7. Gathers, assembles, tabulates, proofs, extends, balances, summarizes, and posts fiscal and related data; makes involved mathematical computations (including calculating interest and manually calculating customer billings).

8. On a daily basis picks up and processes all city mail; processes payroll checks for distribution, maintains control of petty cash distribution and balancing.

9. Provides bookkeeping, secretarial, and word processing back-up; uses a variety of office machines including, but not limited to a typewriter, computer, copy machine, check imaging machine and calculator. Performs office clerical support works as assigned.

10. Assists with department records retention processes as assigned. Maintains organized work records and area.

11. Performs related work as required.

Required Knowledge, Skills, Abilities and Minimum Qualifications:

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

- High School diploma or equivalent, with additional applicable related course work as necessary to maintain ability and skills.

- Knowledge and ability of basic bookkeeping practices, office procedures, and data processing.

- Ability to establish and maintain positive and effective working relationships with staff and represent the Department/City in a positive, courteous, professional and friendly manner with all internal and external customers at all times.

- Ability to coordinate and manage multiple tasks.

- Working skill in performing mathematical computations rapidly and accurately; working skill in learning and following routine accounting and billing clerical procedures.

- Ability to detect errors, determine cause and make corrections.

- Proficient in word processing, composition and computer skills.

Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The

employee frequently is required to use hands to finger, handle, or feel and reach with hands and arms. The employee must frequently lift and/or move items of light to moderate weight. Specific vision abilities required by this job include close vision, color vision, depth perception and peripheral vision.

While performing the duties of this job, the employee regularly works in a business office setting. The noise level in the work environment is usually moderate.

Employee Signature	Date
Jamie Caroffino, HR Generalist	Date