

Announcement No. 21-001

January 11, 2021

**INTERNAL/EXTERNAL POSTING****CUSTOMER SERVICE REPRESENTATIVE  
TREASURER DEPARTMENT**

Under the general supervision of the City Treasurer Provides general office support, with emphasis on positive public/customer relations, 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
- ✓ A minimum of one year of related experience.
- ✓ 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 Microsoft Office, 10-key calculator, and computer skills including using multiple computer monitors.
- ✓ Proficiency in grammar, spelling, punctuation, and simple mathematical functions such as addition, subtraction, multiplication, division, percentages, ratios, etc.
- ✓ Ability to consistently demonstrate sound ethics, good judgment and confidentiality of information.
- ✓ 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.

Residency requirement: 20-mile radius from nearest City limit. This is a union position under the General Municipal Employee – Clerical/Technical group, with a pay classification Grade 3. Starting wage is \$19.74 per hour. Competitive benefits package. A detailed job description and minimum qualifications can be viewed at <http://www.traversecitymi.gov/employment.asp> .

**TO BE CONSIDERED CANDIDATES MUST SUBMIT RESUME, COVER LETTER, AND COMPLETED APPLICATION** to the City of Traverse City, Human Resources Office, 400 Boardman Avenue, Traverse City, MI 49684 or via email to [citypers@traversecitymi.gov](mailto:citypers@traversecitymi.gov).  
**Accepting applications until January 24, 2021.**

## JOB DESCRIPTION

<b>Customer Service Representative</b>			
<b>Department:</b>	Treasurer	<b>FLSA Status:</b>	Non-Exempt
<b>Job Code:</b>	16-253-006	<b>Unit/Group:</b>	GME-CT
<b>Work Comp Code:</b>	8810	<b>Pay Classification:</b>	Grade 3

<b>Reporting Relationships</b>
Under the direct supervision of the City Treasurer/Finance Director
No supervisory responsibility

<b>Essential Job Functions</b>
Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do. <i>Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.</i>

Provides general office support, with emphasis on positive public/customer relations, serves as primary contact for citizen inquiries by email, telephone, and in person. Performs work of moderate difficulty related to sharing information/answering questions, recording and processing billing, cash handling, financial and routine accounting, support services, and record maintenance.

<b>Job Responsibilities</b>
Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

1. Performs job duties adequately, accurately and properly; follow personnel and department policies and operating procedures; show respect, tact, and courtesy in dealings with coworkers and the general public; maintain positive and effective working relationships with staff; act in a manner that is safe and follow the City's safety procedures at all times.
2. Performs a variety of clerical accounting duties including collecting fees for utility billing, taxes, special assessments, and all other revenue due the City, processing appropriate receipts and posting transactions.
3. Assists customers/citizens via telephone email, and in person in answering inquiries, assisting with utility activation/terminations, explaining details regarding billings for taxes, utilities, and other city invoices and resolving customer issues.
4. Performs accurate work associated with daily/monthly reconciling of receipts and preparation of supportive documentation on a daily/monthly basis in reconciling receipts from subsidiary programs to the general ledger. Prepares daily bank deposits and coordinates the electronic submission of customer checks.

5. Coordinates daily utility work orders with other departments to ensure accurate/timely completion of work performed.
6. 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.
7. Coordinates daily/monthly activity with lock box accounts and monitors and processes exceptions on a daily basis. Answers routine customer/citizen inquiries.
8. 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).
9. On a daily basis picks up and processes all city mail; processes payroll checks for distribution, maintains control of petty cash distribution and reconciling.
10. Uses a variety of office machines including, but not limited to a computer, copy machine, check imaging machine, scanner, and calculator.
11. Utilizes various computer applications and software packages; enters and maintains data; generates reports from a database or network system; creates documents using word processing or spreadsheet software.
12. Assists with department records retention processes as assigned. Maintains organized work records and area.
13. Performs related office/clerical support work as required.

## 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.

### Knowledge of:

- Knowledge of and ability to interpret basic accounting practices.
- Working knowledge of and ability to accurately perform basic office procedures.
- Knowledge of and ability to use a computer to prepare reports, maintain records, search for and compile data.
- Knowledge of and ability to use the following software: Microsoft Office: Word, Excel. Google Suite: Email, Calendar, Hangouts, Meet; BS&A Modules

### Skills and Abilities to:

- Ability to coordinate and accurately manage multiple tasks.
- Working skill in performing mathematical computations rapidly and accurately; working skill in learning and following accounting and billing clerical procedures.
- Ability to detect errors, determine cause and make corrections.
- Problem solving and critical thinking
- Proficient in Microsoft Office, 10-key calculator, and computer skills including using multiple computer monitors.

- Proficiency in grammar, spelling, punctuation, and mathematical functions such as addition, subtraction, multiplication, division, percentages, ratios, etc.
- Ability to consistently demonstrate sound ethics, good judgment and confidentiality of information.
- 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.

**Education, Training and Experience:**

- High School Diploma or equivalent, with additional applicable related course work as necessary to maintain ability and skills
- A minimum of one year of related experience.

**Licensing and Other Requirements:**

- none

## **Physical Demands and Work Environment**

The physical demands and work environment characteristics described 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.

### **SUPERVISORY OR LEAD WORK RESPONSIBILITIES**

This is a non-supervisory position. Lead work/coordination of the work of others is not a function assigned to this position. Incumbents in this position may provide training and orientation to newly assigned personnel.

### **PHYSICAL REQUIREMENTS**

In the performance of job duties, employee is required to use a computer for extended periods of time, mobilize to other locations, communicate verbally, and hear. The employee frequently is required to stand, walk, use hands to finger, handle, or feel, and reach with hands and arms. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move items of light to moderate weights. Specific vision abilities required by this job include close vision distance vision, color vision, depth perception, and ability to adjust focus. May be required to lift up to 25 pounds.

### **TOOLS AND EQUIPMENT USED**

In the performance of job duties, the incumbent may use the following tools and/or equipment: multi-line phone system; computer and associated software; copy and fax machines; scanners; check imaging machine; and other office related tools and equipment.

### **WORK ENVIRONMENT**

This job is typically performed in an office environment under usual office working conditions. The noise level in the work area is typical of a call center environments, with telephones, frequent interruptions, and background noises. The employee occasionally is required to travel to other locations. The employee is occasionally exposed to outside weather conditions. The noise level in the work environment is average, and may become loud during certain situations throughout the year.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

*The City of Traverse City is an equal employment opportunity employer, committed to promoting equal employment opportunities for all applicants and employees. This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employers and requirements of the job change.*

## Job Description History

Revised: 12.04.2020: Update reporting relationships, updated job task 3 and 10 to include email and other office equipment. Added to minimum qualifications to include Microsoft Office and Google Suite. Added problem solving, critical thinking and proficient in multiple computer monitors, Microsoft Office, and 10-key calculator to skills and abilities. Update some language under work environment. Corrected Budget Allocations.

Revised:01.03.2019 (Classification Study) (New Format)

Reviewed 09.23.2015

Revised

## Budget

Primary	<b>101-253-702.00</b>	12.50
Secondary	<b>582-520-702.00</b>	37.50
Secondary	<b>591-580-702.00</b>	25.00
Secondary	<b>590-560-702.00</b>	25.00
Secondary		

## Approval

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Job Title

\_\_\_\_\_  
Date