NON-EXEMPT

PART-TIME

CITY OF NOVI

JOB DESCRIPTION

Customer Service Representative

# SUMMARY

A part-time Customer Service Representative works up to 24 hours per week performing a variety of general office, clerical, typing and record keeping work.

# SUPERVISION RECEIVED

Works under the supervision of the Director of the respective department.

# RESPONSIBILITIES AND ESSENTIAL DUTIES AND FUNCTIONS

An employee in this position may be called upon to do any or all of the following essential duties:

* Handles telephone, counter and written inquiries, provides information and refers customers to proper City employees or departments when necessary.
* Represents and communicates departmental services to the customers and acts as a liaison between customers and staff.
* May interact daily with other City employees, residents and contractors in order to provide effective customer service.
* May produce various written communications, spreadsheets, and other reports as necessary.
* Maintains accurate filing system and files all departmental documents appropriately.
* May record/transcribe confidential, technical or other dictation of correspondence, meeting minutes and reports.
* May receive any payments due the City.
* Assists department head or director by answering inquiries and correspondence.
* Orders and maintains departmental office supplies.
* Processes and/or distributes mail.
* Performs other duties and related work as assigned.

ESSENTIAL KNOWLEDGE, SKILLS, AND ABILITIES

* Cash receipting experience highly preferred.
* Experience with BS&A software highly preferred.
* Considerable knowledge of modern office practices and procedures.
* Skill in operating computers including MS Office and other department specific applications in order to prepare reports, create spreadsheets, utilize databases, etc.; ability to utilize other technology including copy machines, telephones, etc.
* Skill in communicating with co-workers, supervisors and the public.
* Ability to accurately type and data input a minimum of 40 WPM (70 WPM if position requires transcription).
* Ability to stand or sit in one spot for long periods of time, moving arms, hands, back and entire body; ability to physically move around in an office environment.
* Ability to effectively adapt to various shifts in priorities, workloads and tasks.
* Ability to maintain and keep involved clerical records and prepare accurate reports and tabulations from such reports.
* Ability to record and transcribe dictation.
* Ability to interpret and follow oral and written directions.
* Demonstrated ability to consistently and effectively provide a high level of service in accordance with the Novi Guest Service Guarantee Policy to all customers and visitors serviced by, as well as within in the City organization.
* Demonstrated ability to value diversity in the work place and community.

# NECESSARY QUALIFICATIONS FOR EMPLOYMENT

* Cash receipting experience highly preferred.
* Experience with BS&A software highly preferred.
* Required education level includes a high school diploma.
* Required experience of one to two years related clerical work.
* Proven track record of establishing and continuing effective working relationships with co-workers and the public.

**PHYSICAL DEMANDS and WORK ENVIRONMENT**

The physical demands and work environment described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Duties entail the ability to work at a computer keyboard and on the telephone for extended periods of time. Operating standard office equipment requiring continuous or repetitive hand/arm movements.  Move and lift objects up to 20 pounds such as mail, files and supplies.

While performing the duties of this job, the employee is regularly required to use his/her hands to handle, or feel; reach with hands and arms; and talk or hear. The employee is frequently required to stand, walk, and sit. Specific vision abilities required by this job include close vision, color vision, distance vision, depth perception, and the ability to adjust focus. The employee is occasionally required to kneel, crawl, crouch, climb, or stoop. The employee must occasionally lift and/or move up to 20 pounds. While performing the duties of this job, the employee works in a normal office setting.