

City of Bloomingdale, Georgia – JOB DESCRIPTION

Customer Service Clerk

Department: Administrative Services
Reports To: City Clerk
FLSA Status: Non-exempt (eligible for overtime pay)

POSITION SUMMARY

Under the supervision of the City Clerk, the Customer Service Clerk is a non-exempt position under FLSA. This employee is responsible for processing payments and assisting with citizen inquiries regarding utilities or other City services, and other duties as assigned. This employee should possess excellent organizational, public relations, and communication skills.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Performs general office clerical duties to include, but not limited to, answering the City Hall telephone, screening and directing calls, recording and relaying messages accurately, receiving and distributing all incoming mail, prepares outgoing mail daily;
- Assists with establishing utility accounts for new customers;
- Posts payments received at the counter, drop box, and drive-up window to the proper account on computer;
- Balances daily cash drawer and monies received to the cashier's 'End of Day' report;
- Assists with citizen inquiries and concerns regarding utilities or other City services;
- Answers customer questions regarding problems with their accounts;
- Prepares various reports as directed;
- Assists with processing penalties, deposits, and late fees for utility billings;
- Operates office machines, such as photocopiers and scanners, facsimile machines, voice mailsystems, and computers.
- Follows department policies and procedures.

MARGINAL FUNCTIONS

- Assists other departments as needed;
- Performs other duties as necessary or assigned;

POSITION REQUIREMENTS

Minimum Required Education/Certification & Experience: High school diploma or General Education Development (G.E.D.), a valid Georgia Driver's License, and two to three years related experience and/or training. The employee is expected to have acquired the necessary information and skills to perform the job reasonably well within six to twelve months of employment.

POSITION PREFERENCES

Preferred Education & Experience: Associate degree from a college or technical school; or equivalent combination of education and experience. Accounting, bookkeeping, and computer coursework is preferred. Four to five years related experience and/or training. Experience with computers and databases, filing, and customer service.

Knowledge, Skills and Abilities:

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to carry out duties reliably and predictably.
- Ability to operate computers and software necessary to complete assignments, which may include accounting software, word processing, spreadsheets, and databases.
- Ability to read and interpret documents such as ordinances, agendas, operating and maintenance instructions, and procedure manuals.
- Ability to work and get along with others.
- Ability to work with minimal supervision.

- Ability to follow department policies and procedures, concentrate on tasks in the presence of distractions, prepare reports, type with speed and accuracy, count change correctly, and interpret written instructions and other documents.
- Ability to operate telephones, computers, printers, calculators, photocopiers, fax machines, and other office equipment.
- Knowledge of office procedures, computers, accounting, bookkeeping, and mathematics.
- Skills in organization, public relations, and oral and written communication.
- Skill in customer service and handling upset customers.

Problem Solving: This position requires frequent independent problem solving. This employee encounters problems with errors in utility bills, errors in transaction balances, and citizen concerns and complaints.

Decision Making: This position requires frequent independent decision-making. The employee makes decisions about correcting errors, prioritizing daily work assignments, resolving citizen concerns and complaints, and performing daily duties in the most efficient manner.

Supervision: This position is under the direct supervision of the City Clerk. This employee does not exercise any supervisory responsibilities over subordinate personnel.

Financial Accountability: This employee is responsible for department resources and equipment. This employee does not participate in the annual budget process.

Personal Relations: Daily contact with the general public, co-workers, and supervisory personnel is expected, as well as frequent contact with the City's Mayor and Council.

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

No adverse working conditions exist with this position. Working in an office setting with a computer and telephone is the primary aspect of this position.

Physical Requirements: The physical demands described here 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 the essential functions.

Physical activity associated with working in an office setting is required to perform the daily duties of this position. The ability to express or exchange ideas by means of communication is important in this position. This employee must be able to convey and receive detailed or important instructions from other workers and the general public.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to sit; use hands to finger, eye and hand coordination, handle, or feel and reach with hands and arms. The employee is occasionally required to stand; walk and stoop, kneel, and crouch. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, depth perception and ability to adjust focus.

SALARY & BENEFITS

- Starting rate of \$15.00 per hour;
- Employer paid health, dental and vision insurance for the Employee (Estimated value of \$15,000.00);
- Employer paid dental and vision insurance for the Employee's family;
- Employer paid retirement contribution on behalf of the Employee;

The City of Bloomingdale is an Equal Opportunity Employer.

Applications for Employment can be found on the City's website www.bloomingdale-ga.gov/employment or picked up at City Hall located at #8 W. Hwy 80, Bloomingdale, GA, Monday-Friday from 8:00 A.M. to 5:00 P.M.

Completed applications can be submitted at City Hall during regular business hours, by email to gsaxon@bloomingdale-ga.gov, or by U.S. mail to:

City of Bloomingdale
P.O. Box 216
Bloomingdale, GA 31302

Duties listed are intended only as illustrations of the various types of work performed. Omission of specific statements of duties does not exclude them if the work is similar, related or a logical assignment to the position. This job description does not constitute an employment agreement and is subject to change as the City's needs and requirements of the job change. The State of Georgia and City of Bloomingdale are at-will employment jurisdictions. The City is an equal opportunity employer.

Applicants/employees with a disability as defined in the Americans with Disabilities Act as Amended as Amended may request accommodation to perform the position's functions. Requests should be directed to the City Administrator.