

City of Imperial Beach
POSITION DESCRIPTION

Title: Customer Service Specialist
Department: Community Development, Administrative Services, Personnel
Division: Code Compliance, Finance, Personnel

GENERAL PURPOSE

Under general supervision, to perform a wide variety of customer service duties involving the processing of sewer service billings, animal related complaints and services, cashiering and customer service inquiries and complaints; to perform related work as required.

SUPERVISION RECEIVED

Works under the direct supervisor assigned by the Department Head.

SUPERVISION EXERCISED

None.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Provides general information and assistance to the public; performs general cashiering duties; receives payments in cash, check or other forms and maintains records; types business or dog licenses, various forms and miscellaneous correspondence; performs general clerical duties including typing, filing and processing mail; operates a variety of office machines; provides public counter and telephone coverage for a variety of City services; utilizes computer data base; retrieves various computer generated budgetary and accounting reports; processes payments and performs data input for business and other license renewals; maintains inventories and orders office supplies and materials; and performs other duties that this position may require.

PERIPHERAL DUTIES

Operates a vehicle to run errands.

DESIRED MINIMUM QUALIFICATIONS

Education & Experience

Graduation from a high school or GED equivalent with specialized course work in general office practices such as typing, filing accounting and bookkeeping and at least one year experience in clerical, accounting, cashiering and/or bookkeeping including exposure to computerized data base systems. Account collection experience is desirable.

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KNOWLEDGE OF

Working knowledge of computers and electronic data processing; working knowledge of modern office practices and procedures; some knowledge of accounting principles and practices. Skill operation of listed tools and equipment.

ABILITY TO

Ability to perform cashier duties accurately; ability to effectively meet and deal with the public; ability to communicate effectively verbally and in writing; ability to handle stressful situations.

TOOLS AND EQUIPMENT

Phones; mainframe computer terminal; personal computer including Microsoft or word, excel & power point software; copy machine; postage machine; fax machine; calculator.

PHYSICAL DEMANDS

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. While performing the duties of this job, the employee is frequently required to sit and talk or hear, use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee must occasionally lift and or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those of 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. The noise level in the work environment is usually quiet.