



CUSTOMER SERVICE REPRESENTATIVE JOB DESCRIPTION

Job Title: **Customer Service Representative**

Job Code: **OB118HD**

Pay Grade: **114**

Effective Date: **October 2007**

FLSA: **Non-Exempt**

Revision Date: **October 2007**

NATURE OF WORK

Under close supervision, provides customer service on behalf of the Lewis County Public Health Office; and performs a variety of clerical functions in support of departmental operations.

ESSENTIAL FUNCTIONS:

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Assists customers at the public counter and by telephone; responds to public inquiries regarding departmental programs, services, policies, processes, and procedures.
- Processes Code Compliance violations and quarterly reports.
- Conducts research in relation to code compliance violations. Prepares and sends out food establishment permit billing, immunization billing, vital records billing and refunds.
- Collects and receipts payments for County fees, permits, vital records, immunizations, water testing, food handler cards, and food permits and/or records requests.
- Assists individuals in preparing program applications; determines applicant eligibility; calculates levels of exemption.
- Creates Notice of Violations and other documents regarding code compliance issues.
- Prepares and maintains departmental forms, records, files, and/or other documentation.

WORKING ENVIRONMENT / PHYSICAL DEMANDS:

Work is performed in a standard office environment and at the public counter; subject to sitting for extended periods of time, standing, walking, bending, reaching, and lifting of objects up to 25 pounds.

EMPLOYMENT STANDARDS:

High School Diploma or G.E.D. equivalent; AND two (2) year's customer service and/or general office experience.

KNOWLEDGE AND SKILLS REQUIRED:

Knowledge of:

- County policies and procedures.
- Customer service principles, protocols, and standards.
- General office practice and equipment.

- Standard computer software applications.
- Cash handling principles and practices.
- Departmental operations relative to area of assignment.

Skills in:

- Coordinating and performing a variety of customer service functions.
- Responding to public inquiries and providing information regarding departmental services, programs, policies, and procedures.
- Processing permits, transfers, refunds, and/or other departmental transactions.
- Preparing and maintaining departmental records, files, and documentation.
- Establishing and maintaining effective working relationships with other staff, County departments, outside agencies, and the general public.
- Communicating effectively verbally and in writing.
- Maintaining confidentiality.