



# CUSTOMER SERVICE REPRESENTATIVE JOB DESCRIPTION

Job Title: Customer Service Representative-Public Works

Job Code: FR118

Pay Grade: 115

Effective Date: October 2007

FLSA: Non-Exempt

Revision Date: July 2022

## NATURE OF WORK

Under close supervision, provides prompt, courteous, and efficient customer service on behalf of the Lewis County Public Works Department. The position performs assigned support work for customer services related to 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.*

- Assist the public at service counter in all departmental business.
- Research and responds to customer inquiries and complaints, regarding departmental policies, procedures, programs, and services; greets and directs office visitors.
- Answer multiple telephone lines with the ability to communicate effectively and efficiently with the public and County employees in person, in writing, and by telephone.
- Process, maintain, and update various departmental records, reports, files, computer databases, and other files.
- Collects and receipts cash, check, and credit card payments including but not limited to fees, permits, utilities, and maps.
- Processes transactions in the accounting system, and balances the cash drawer and deposits receipts daily.
- Updates and maintains departmental records, files, lists, handbooks, databases, and/or web pages.
- Prepares, copies, scans, processes, and/or distributes correspondence, forms, faxes, notices, agendas, meeting minutes, news releases, and other types of documents.
- Performs data entry and/or other routine clerical tasks; receives, sorts, and distributes departmental mail
- Receives and processes permit and license applications and/or public records requests; collects and receipts monies for County fees.
- Maintain office supply inventories.
- Performs other duties as assigned.

**WORKING ENVIRONMENT / PHYSICAL DEMANDS:**

Work is mostly performed in a standard office environment and at the public counter.

Physical requirements include the ability to lift/carry up to 20-50 pounds occasionally, manual dexterity necessary to operate a computer and office equipment. Subject to sitting for extended periods of time, client/customer contact, standing, walking, stooping/kneeling, squatting, bending, and reaching to perform the essential functions.

**EMPLOYMENT STANDARDS:**

High School Diploma or G.E.D. equivalent; AND two (2) years' experience in customer service or closely related positions

**KNOWLEDGE AND SKILLS:**

**Knowledge of:**

- County policies and procedures.
- Customer service principles, protocols, and standards.
- Knowledge of general office procedures and ability to use a computer and office machines.
- 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 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.
- Ability to accurately handle money transactions, including balancing receipts.
- Ability to maintain confidentiality of restricted or private information and records, and effectively handle sensitive matters.
- Using tact, discretion, patience and understanding in dealing with the public.