



City of Loveland Position Description

Title: Customer Service Specialist

Pay Range:^a 1 **Department:** Finance Department
Daily Reports To: Finance Director **Employment Status:** Full-time
FLSA Status: Non-exempt **Civil Service Status:** Classified

MINIMUM QUALIFICATIONS:

High school diploma or equivalent; at least one (1) year of experience in office practices and procedures or equivalent training and one (1) year performing customer service duties.

LICENSURE OR CERTIFICATION REQUIREMENTS:

None

MINIMUM ACCEPTABLE CHARACTERISTICS (*Indicates developed after employment):

Knowledge of: data processing techniques and procedures; database management; department policies and procedures*; public relations; office practices and procedures; records management.

Skill in: typing and word processing using Microsoft Word; use of spreadsheet software, including Microsoft Excel; computer operation; ability to use a 10-key numeric keyboard with speed and proficiency; use of modern office equipment.

Ability to: carry out detailed but basic written or oral instructions; determine material and equipment needs; prepare routine correspondence; compile and prepare reports; respond to routine inquiries from the public and/or other public officials; communicate effectively, both verbally and in writing; maintain records according to established procedures; answer routine telephone inquiries and customer concerns; resolve complaints with tact; develop and maintain cooperative and effective working relationships with supervisors, co-workers, and members of the public.

ESSENTIAL FUNCTIONS OF THE POSITION: (For purposes of 42 USC 12101)

1. Answers customer telephone, walk-up, and drive-through window inquiries regarding utilities, municipal income taxes, garbage and recycling collection, and other city services; collects payments from customers; directs City Hall visitors; communicates with Waste/Recycling Agent any concerns or problems; sorts and distributes City mail; orders office supplies; assembles and purchases items for Loveland welcome bags and pavers for Memorial Park as needed; and answers or directs service complaints and concerns, while providing excellent customer service and creating a positive image of the City for the public.

^a Pay range number is subject to change by action of City Council.

2. Performs a wide variety of clerical work in support of City operations; enters data into a variety of software programs; types correspondence; uses personal computer to store, manage, and report on departmental functions.
3. Assists with monthly utility billing process as needed, including working with Finance Department and Public Works Department colleagues to resolve utility issues.
4. Assists the Finance Director with data gathering and input for a variety of tasks and special projects.
5. Meets all job safety requirements and all applicable OSHA safety standards that pertain to essential functions.
6. Demonstrates regular and predictable attendance.

OTHER DUTIES AND RESPONSIBILITIES:

- Assists customers in general ways as needed, including providing back up to Building and Zoning and other city functions as assigned. The front office area is a team environment and cross training and cross functioning are essential.
- Performs other duties as required.

EQUIPMENT OPERATED: (The following are examples only and are not intended to be all inclusive)
Computer, copier, fax machine, calculator, switch board and telephone console.

INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING CONDITIONS: (For purposes of O.R.C. 4167)

Position is an inside, sedentary office position and is not generally expected to perform duties out-of-doors or to have strenuous physical demands.

This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. My (employee) signature below signifies that I have reviewed and understand the contents of my position description.

(Approval of Appointing Authority) (Date)

(Employee Signature) (Date)