



CITY OF FULSHEAR
CUSTOMER SERVICE
REPRESENTATIVE

CLASS SUMMARY

FLSA Status: N

Under general supervision, performs a variety of routine clerical functions in support of general operations; performs data entry and is responsible for coordinating excellent customer service for the City of Fulshear. Responsible for all incoming calls for the city; meeting and greeting front office. Responsible for researching and responding to customer inquiries, concerns, and complaints regarding various departments.

This information is intended to be descriptive of the principle duties and responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

ESSENTIAL DUTIES AND RESPONSIBILITIES *(Any one position may not include all the duties listed nor do the listed examples include all duties which may be found in positions of this class. Allocation of positions to this class will be determined on the amount of time spent in performing the primary duties.)*

Responds to public inquiries and provides customer service in person and via telephone; provides information to the public; receives and directs calls and walk-in customers to appropriate personnel or department; takes messages as necessary.

Assists in the interpretation of city policies, department specific guidelines/policies, and/or ordinances for customers.

Monitors front office and is active in presenting an organized, comfortable, safe and welcoming environment; responsible for reporting maintenance concerns.

Communicates in a timely and professional manner with citizens, visitors, city employees, vendors, contractors, applicants, and the public, representing the best interest of the city, anticipating needs, and resolving customer service inquiries.

Conducts a variety of general reception office duties including data entry, filing, copying, preparing correspondence, receipt of deliveries, and distributing the mail.

Create and process work orders and dispatches crews to assist residents.

May analyze citation information and discuss options with individuals for handling municipal court citations.

May analyze customer utility account information and discuss account information with account holders.

Responds to administrative Public Information Act Requests.

May order office supplies, paper, equipment and furniture, and maintains records for the purchases including purchase orders, and check requests.

Responsible for proper handling of sensitive and confidential data.

Other duties as assigned or required to perform the functions of the position.

Attendance is an essential function of this position.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT *(The physical demands and environmental conditions 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.)*

Work is primarily performed in an office environment. Work involves sitting for long periods of time, standing, bending, walking, climbing stairs, lifting and carrying objects weighing up to 30 pounds, using hands and fingers to operate computers and other office equipment. Work involves exposure to normal everyday risks typical of offices.

Work is subject to frequent interruptions.

From time-to-time, activities result in contact with irate citizens, applicants or employees.

Duties involve exposure to normal, everyday risks related to contact with the public.

MINIMUM QUALIFICATIONS

Work requires possession of a high school diploma or equivalent; and one (1) year clerical experience with an emphasis in customer service.

Any combination of experience or education may substitute for the minimum qualifications.

Knowledge of telephone etiquette

Knowledge of department operations and organization structure, and administrative policies and procedures.

Knowledge of public relations and customer service practices and procedures.

Knowledge of computers and their application to the preparation and maintenance of records.

Ability to communicate effectively, both orally and in writing.

Ability to compose letters and other correspondence on a variety of administrative matters, and to prepare and maintain administrative and fiscal records.

Skill in the operation of a personal computer and word processing, spreadsheet, and database software, and in the preparation and maintenance of automated records and files. Specific knowledge in the use of Excel, Word, PowerPoint, Adobe Acrobat, & Outlook.

Skill in establishing and maintaining effective working relationships with supervisors, city officials, employees of other departments, and the general public.

LICENSE, CERTIFICATE, OR OTHER REQUIREMENTS

Valid State of Texas Driver's License