



CUSTOMER SERVICE ASSISTANT POSITION DESCRIPTION

General Statement of Duties:

The employee performs responsible work of a clerical nature in the area of municipal operations and does related work as required.

Distinguishing Features of The Position:

The employee reports to the City Administrator/Finance Director. The employee is reviewed annually.

The employee performs a variety of customer service tasks, involving but not limited to, cashier, mail delivery, utility payments, title search request, daily deposit, licenses, permits, records management, agendas, minutes, public notices, municipal code maintenance, elections, bookkeeping, and clerical tasks. The work is performed under the guidelines set by state statute, City ordinances, and the City Administrator/Finance Director and is executed accordingly. The Customer Service Assistant is under the supervision of the City Administrator/Finance Director, but may assist staff with other job duties performed within departments outside of the Finance Department.

Examples of Work (illustrative only):

Phone and Front Counter:

- Responsible for primary assistance of citizens at the front counter and on the phone.
- Responds to requests by the public for information, including but not limited to, record search, title search, City information, licenses, permits, meeting schedules, tax bills, assessments, elections, and copies.
- Processes requests for reservations of park shelters and other park facilities.
- Acts as a cashier, including daily cash counts, preparation of daily deposit slips for review and other related cash receipting procedures.

Accounting

- Orders trash and recycling bins for properties as needed and invoices for same. Creates invoices for all accounts receivable of the City.
- Tracks aging of accounts receivable and send demands for payment in accordance with City policy.
- Assists the City Treasurer with projects when requested.
- Assists with reconciling bank statements.

Permits & Licenses:

- Processes applications for all permits and licenses as directed by City Clerk or Administrator.
- Assists with zoning and building permits as needed.

Records:

- Assists with the management and retention of municipal records.

- Assists with maintaining the ordinance and resolution books with proof of publication.
- Assists the City Clerk in keeping records of all permits granted.

Meetings:

- Assists with posting agendas, minutes, schedules, calendars, public notices, and public hearing notices.
- Assists with assembling and mailing or delivering packets of information to committees in a timely fashion.
- Assists with the agendas, public hearing notices and assembles other supporting documents for meetings of the Common Council, committees, commissions (excluding the Police Commission), and boards of the City as assigned.
- Assists with all agendas so that they are posted in the designated locations in a timely fashion, distributed by email to requesting parties, and posted on the City's web site.
- In addition, prepares and maintains the monthly calendar of the municipal meetings and clips and organize published public hearing notices.
- Prepares meeting minutes as directed.

Taxes:

- Answers questions from public about property assessment and property taxes.
- Responsible for providing tax information for title search requests to include any outstanding special charges and special assessment documentation.
- Assists in the updating the tax bill insert to be mailed with the tax bills.
- Assists with the mailing process of the tax bills to property owners.

Elections:

- Assists with conducting and administering elections as directed by City Clerk.

Utility Billing & Collections:

- Assists with receipt of payments of utility bills.

Miscellaneous:

- Assists the general public with problems pertaining to City matters and handles general concerns, either in person or on the telephone.
- Assists the Executive Assistant with maintaining the City web site.
- In absence of the Executive Assistant, takes daily bank deposits to the bank and pickups utility payments from various businesses as requested.
- In absence of the Executive Assistant, takes outgoing mail to the post office and picks up incoming mail for City Hall as requested.
- Responsible for mailing all information in officials' mail boxes in a timely fashion.
- Assists citizens, outside agencies, developers, and staff in bringing matters to the attention of the Administrator/Finance Director.
- Performs minor maintenance and office supply provisioning duties as directed. (EG elevator systems testing and paper and toner refills)
- Responsible for coordinating youth sports programs by collecting fees & registrations, developing rosters, drafting schedules, placing orders and assigning coaches as directed.

- Regularly assists the City Administrator/Finance Director and City Clerk with special projects.
- Regularly updates City website, communication materials, and social media accounts as directed.
- Other duties as assigned

Required Knowledge, Skills, and Abilities:

- Thorough knowledge of the functions and organization of municipal government and of the workings of the Common Council.
- Ability to write clear and concise reports, directives, and letters.
- Ability to read, interpret, and apply rules and regulations.
- Ability to perform difficult and responsible work with independent discretion.
- Ability to establish and maintain satisfactory working relationships with department heads and other City employees.
- Ability to exercise good professional judgment.

Job Standards (acceptable experience, training and education):

- Graduation from high school or GED equivalent with specialized course work in general office practices such as typing, filing, and bookkeeping.
- A minimum of one (1) year of related experience, or equivalent combination of related education, training and experience that provides the required knowledge, skills and ability.
- Working knowledge of computers and electronic data processing, working knowledge of modern office practices and procedures.
- Ability to carry out assigned projects to their completion, ability to communicate effectively verbally and in writing, and ability to establish and maintain effective working relationships with employees and the public.
- Ability to make decisions in accordance with laws, regulations, ordinances and established procedures.
- Any equivalent combination of the above experience, education, and training which provides the knowledge, skills and abilities required for this position and satisfy the job standards at the discretion of the City Administrator/Finance Director.

Tools and Equipment Used:

Personal computer, Caselle software, word processing and spreadsheet software, accounting software, telephone, 10-12 key calculator, electric typewriter, copy machine, optical scanner, postage meter, WiscVote, and all other equipment required to perform the duties and responsibilities of this position.

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 duties and responsibilities of this position.

While performing the duties of this job, the employee is frequently required to sit or stand, talk or listen for extended periods of time. The employee is occasionally required to use hands to finger,

handle or feel objects, tools or controls; and reach with hands and arms. The employee is also required to have the ability to occasionally lift items in excess of 30 lbs in weight. 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 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 moderately noisy.

Hours of work between: 7:00 AM to 5:00 PM, with an unpaid one-hour lunch break; additional hours may be required.

Selection guidelines:

Formal applications, rating of education and experience, or an interview and reference check. Job related tests may be required.

Compensation:

The City of Evansville’s Pay Philosophy categorizes this position in a pay grade of 4.

The duties listed above are intended only as illustrative of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

The position description for the Customer Service Clerk does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change. No individual City official has authority to enter into an oral or written promise or contract of employment with any individual or group of employees. Any employment contract must be approved by a majority of the Common Council.

Approved by Finance and Labor Relations Committee 10/06/2022.

By signing this document, I acknowledge that I fully understand my job duties and will carry them out as assigned.

Print Name: _____

Signature: _____

Date: _____