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| CITY OF CEDAR RAPIDS POSITION PROFILE | JOB CODE #/TITLE: NB060 Customer Service Representative I |
| POSITION #/TITLE: Customer Service Representative I | Adopted: 06-10 |
| | Revised: 01-14 |

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| POSITION DESCRIPTION |
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| Dept: Finance | Manager Level: Non-Manager |
| Salary Plan/Description: NBU/Non-Bargaining Unit | Salary Grade: 03 |
| Reports To Position #/Job Code #/JC Title: 2667/NB017/Assistant Finance Director | Dotted-line Reports To Position #/Job Code #/JC Title: |
| FLSA Status: Non-Exempt | City Overtime Status (Employee Type): Non-Exempt (Exception Hourly) |
| Physical Demand Rating: Light | Work Environment: Controlled |
| Pre-employment Testing: Drug and health screening after contingent offer. | Position Testing: Normal and Power User Word, Normal and Power User Excel; Typing Test |
| Personal Protective Equipment: None | |

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| General Statement of Duties |
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Performs a variety of clerical, basic accounting support and information dissemination services for employees of and visitors to the Department; performs related work as required.

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| Distinguishing Features of the Class |
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Some leeway is granted for the exercise of independent judgment and initiative.

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| Examples of Essential Work (Illustrative Only) |
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Performs personal and confidential secretarial duties for the Assistant Finance Director as requested; Receives and distributes Financial Operations (accounts payable, accounts receivable and payroll) mail; Gathers, assembles, updates, distributes and/or files a variety of information, forms, records and data in paper format or electronically as requested for the accounts payable and accounts receivable operations, and the Assistant Finance Director;
Serves as backup to the Accounts Payable and Accounts Receivable positions as needed;
Serves as backup to Finance Administrative Assistant I in answering department telephone calls, receives and greets visitors to the department and provides information to or refers callers and visitors to other appropriate departments or City personnel;
Provides information to customers;
Collects and enters appropriate information into the Financial System as requested;
Performs all work duties and activities in accordance with City policies, procedures and safety practices;
Attends work regularly at the designated place and time;
Supports continuous process improvement initiatives;
Performs related work as required.

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| Required Knowledge and Abilities |
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Good knowledge of the principles and practices of accounts payable and accounts receivable/billing systems;
Basic knowledge of accounting principles;
Good knowledge of financial enterprise applications;
Good knowledge of business arithmetic;

Good knowledge of modern administrative support and customer service practices and procedures;
Good knowledge of department terminology, procedures and equipment, including the use of computers and related word processing, spreadsheet and database applications appropriate to assigned duties;
Ability to develop and use empathetic listening skills, communicate with clarity and maintain an attitude that conveys respect, assistance, honesty and resourcefulness;
Ability to establish and maintain complex records and files;
Ability to handle confidential information with tact and discretion;
Ability to operate a personal computer using program applications appropriate to assigned duties and responsibilities;
Ability to work cooperatively and to maintain effective working relationships to accomplish job responsibilities;
Ability to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
Ingenuity and inventiveness in the performance of assigned tasks.

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| Acceptable Experience and Training |
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Graduation from High School or GED, supplemented by additional training in office administrative support practices and procedures and/or accounting; and
Some experience in the performance of clerical and customer service duties; or
Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

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| Required Special Qualifications |
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None

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| Essential Physical Abilities |
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Requires the following with or without reasonable accommodation:
Sufficient clarity of speech and hearing, which permits the employee to communicate effectively;
Sufficient vision, which permits the employee to operate equipment;
Sufficient manual dexterity, which permits the employee to handle a variety of records and files and to operate a computer;
Sufficient personal mobility, which permits the employee to access office files and visit and distribute materials to other City offices.

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| Position Description Approval |
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Director must approve new or revised position descriptions. Other department approvals are optional (i.e., supervisor, manager). **Entering name signifies approval.**

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| Name: <i>(Person completing form)</i> | Linda Tebussek |
| Title: | Financial Operations Manager |
| Date Approved: | 05-10 |

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| Name: <i>(Person completing form)</i> | Casey Drew |
| Title: | Finance Director |
| Date Approved: | 05-10 |

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| Human Resources Department Approval |
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| Name and Title: | Heath Halverson, Classification & Labor Relations Program Manager |
| Date Approved: | 05-10 |

If Bargaining:

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| Name and Title: | Heath Halverson, Classification & Labor Relations Program Manager |
| Date Approved: | N/A |