

CITY OF CEDAR RAPIDS POSITION PROFILE	JOB CODE #/TITLE: NB061 Customer Service Representative II
POSITION #/TITLE: 0699, 0830 Customer Service Representative II	Adopted: 07-97
	Revised: 02-14

POSITION DESCRIPTION

Dept: Clerk	Manager Level: Non-Manager
Salary Plan/Description: NBU/Non-Bargaining Unit	Salary Grade: 05
Reports To Position #/Job Code #/JC Title: 0218/NB038/City Clerk	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: Standard Word and Excel; Typing Test
Personal Protective Equipment: None	

General Statement of Duties

Performs a variety of clerical, administrative support and information dissemination services for employees of and visitors to the City Clerk's office; performs related work as required.

Distinguishing Features of the Class

Considerable leeway is granted for the exercise of independent judgment and initiative.

Examples of Essential Work (Illustrative Only)

Answers department telephone calls, receives and greets visitors to the department and provides information to callers and visitors or refers callers and visitors to other appropriate departments or City personnel;

Provides programmatic information to other City employees and the public concerning activities of the City Clerk's office;

Prepares correspondence, reports, lists and other documents on computer;

Gathers, assembles, updates, distributes and/or files a variety of information, forms, records and data as requested;

Processes and maintains files on numerous City licenses, such as cigarette, taxicab, liquor, push carts, etc., including the input of licensing data into Energov;

Processes and maintains files on Boards and Commissions for the City of Cedar Rapids;

Coordinates with other City departments such as City Attorney, Police, Fire and Building Inspectors during the licensing process;

Performs invoicing duties for the City Clerk's office, deposits all required monies, and prepares related financial reports;

Orders supplies for the department;

Arranges for service calls for office equipment;

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.

Required Knowledge and Abilities

Thorough knowledge of the City's licensing procedures;
Good knowledge of modern office clerical, administrative support and customer service practices and procedures;
Good knowledge of department policies and current issues of concern to the City and the public;
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 (including thorough knowledge of Share Point, Microsoft Word, Excel, Access and Outlook and good knowledge of Energov and OnBase document management system ;
Good knowledge of Council business procedures and agenda processing;
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 clerical records and files and to prepare written reports from such information;
Ability to handle confidential licensee information with tact and discretion;
Ability to research information in the Cedar Rapids Municipal Code Book and other sources;
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.

Acceptable Experience and Training

Graduation from High School or a GED, supplemented by additional training in office administrative support practices and procedures; 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.

Required Special Qualifications

None

Essential Physical Abilities

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 review a wide variety of written and electronic materials and information;
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.

Position Description Approval

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

Name: <i>(Person completing form)</i>	Amy Stevenson
Title:	City Clerk
Date Approved:	02-14

Name: <i>(Person completing form)</i>	
Title:	
Date Approved:	

Human Resources Department Approval
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Name and Title:	Heath Halverson, Classification & Labor Relations Program Manager
Date Approved:	02-14

If Bargaining:

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