

CITY OF MILL CREEK

POSITION DESCRIPTION

POSITION TITLE: Customer Service Representative **JOB CLASSIFICATION:** Customer Service Representative
DEPARTMENT: Finance & Administration **REPORTS TO:** Assistant Director Finance and Administration
SALARY GRADE: 7 **FLSA EXEMPT:** No
REPRESENTATION: AFSCME **Approvals: CM:** *DAP* **date:** *9-12-2017*
Approvals: HR: *[Signature]* **date:** *9-12-17*

GENERAL DESCRIPTION:

Responsible for providing various clerical and administrative duties and customer service to the public, greeting and directing customers to the appropriate department or employee, answering phones, collecting and verifying documents and paperwork, following and explaining administrative processes, etc.; Performs the role of Acceptance Agent on behalf of federal and state agencies as appropriate.

ESSENTIAL JOB FUNCTIONS:

1. Provide direct customer service to the public.
2. Act as Acceptance Agent on behalf of federal and state agencies to accept (or execute) applications and to ensure all materials needed to process applications are correctly submitted and enclosed. Provide information regarding the application process and associated requirements.
3. Review applications and other applicable documents for completeness, signature, affirmation of truthfulness, verification of applicant's identity and presence of required fingerprints, photographs and fees.
4. Take, print and crop photos according to required specifications.
5. Submit an observation checklist with applications that require further scrutiny.
6. Receive and accurately process payments for services, issue receipts, make change and balance cash drawer.
7. Greet the public in person and over the phone; provide information regarding the application processes and requirements.
8. Assist with clerical and office tasks and projects as directed.
9. Maintain appropriate confidentiality of work-related issues, including but not limited to customer, employee and City information and records.

This is not designed to be a comprehensive listing of all activities, duties and responsibilities required of the job. Other duties may be assigned and/or performed.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Knowledge of:

- General office practices and procedures.
- Cash receipting and reconciliation procedures.

Ability to:

- Maintain regular, predictable and reliable attendance during scheduled hours.
- Demonstrate accuracy and a very strong attention to detail.
- Problem-solve and make decisions.
- Operate a variety of computer software applications, including word processing and data base.
- Operate a digital camera, printer and 10-key calculator, finger printing equipment.
- Examine documents for authenticity and acceptability; read/understand documents that contain very small print.
- Maintain confidentiality and security of information.
- Prioritize work and meet deadlines.
- Follow established office procedures.
- Communicate information effectively, both verbally and in writing.
- Work effectively with members of diverse cultures and overcome language barriers.
- Work as part of a team; establish and maintain effective working relationships with co-workers and the public.
- Work cooperatively with others to achieve results, valuing other's input and expertise; acknowledging other team member's concerns and contributions and supporting team decisions.

MINIMUM REQUIREMENTS:

- High school diploma or equivalent.

Experience and Education/Training:

- High school diploma or GED and some customer service experience working directly with the public, or any equivalent combination of education and experience which provides the applicant with the knowledge, skills, and abilities required to perform the job.

Additional requirements (if any):

- Proof of United States Citizenship or U.S. national.
- Must be approved by the Department of State.
- Must be able to pass a criminal background investigation (including fingerprinting and credit report).
- Ability to successfully complete within 30 days, and maintain annual re-certification of an official Passport Application Acceptance course which includes an annual criminal history check.

Preferred:

- Bilingual, or the ability to understand and to make one's self understood in a second language is desirable.
- Previous experience working with passport applications.

PHYSICAL REQUIREMENTS / WORKING CONDITIONS:

The City of Mill Creek provides a tobacco-free environment for its employees; smoking/tobacco use is prohibited in City facilities and vehicles.

Specific physical requirements and typical working conditions for this position are on file in the Human Resources Department.