CITY OF HORSESHOE BAY
JOB DESCRIPTION

Title:	**Part Time Customer Service Clerk I**	**Salary Level:**	**35**
Department:	**Community Service Administration**	**FLSA:**	**Non-Exempt**

Functions:

In accordance with established policies and practices, performs the functions of City telephone receptionist and the clerical functions and computer operations necessary to support the billing and collecting functions of the City Utility Customer Services Staff as assigned.

Organization:

Reports to Customer Service Supervisor for daily work priorities and any direction required in method or content of work pertaining to City Utility and Administrative Services.

Performance evaluation made by Customer Service Supervisor.

Reports To: Customer Service Supervisor

Supervises: 0

Responsibilities and Duties:

- Responsible for giving excellent customer service to all public visitors (clients, customers, vendors, etc.), determining their needs, and directing to the appropriate individual or department. Interfaces with public on new services, billing and collection matters, and complaints.
- Answers and transfers all phone calls to the appropriate person/department. Takes and transmits all messages when necessary. Updates and maintains the customer files for the Voice Mail/Telemarketing Computer System.
- Prepares work orders and requests for work to be performed by field personnel.
- Performs clerical functions relating to new services, record keeping, billing and collection, payment processing, and other related functions in support of City Utility Services Staff as assigned.
- Prepares reports and types correspondence concerning Utility Services and/or other administrative services as assigned.
- Performs two-way radio dispatching, filing, inventory maintenance, office housekeeping, and outside office errands as assigned.
- Cross-trains with Customer Service Clerk II to become a backup for that position.
- Operates all office equipment including computer, computer terminal, printers, calculator,

typewriter, postage meter, copy machine, multi-line telephone system, two-way dispatch radio, etc.

- Performs other clerical and administrative functions as assigned.

Physical Requirements:

- Ability to use eyes, ears, hands and fingers.
- Ability to lift, push, or pull 50 lbs.
- Ability to sit and stand for long periods of time.
- Ability to stoop, bend, squat, twist, and stretch.
- Ability to reach out with the body, arms and /or legs.
- Ability to reach above shoulder level with arms.
- Applicant must pass a post-offer, pre-employment physical examination and drug screening.

Position Personnel Qualification:

- Must possess a strong desire to interface with customers and the public with a cheerful, positive manner both in person and on the telephone.
- Must have a High School diploma or GED
- Must have a minimum of one (1) year education and/or experience in general office related duties and receptionist duties related to interfacing with the public.
- Must be able to operate office machines and computer equipment.
- Must be proficient in office related computer software (Word, Excel, etc.)
- Must possess good organizational skills.
- Must be able to work independently and to accurately perform written and oral procedures applicable to assigned duties.
- Must possess a valid Texas Class C Driver's License.
- Must have an acceptable driving record.