SUPERVISING CUSTOMER SERVICE REPRESENTATIVE

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for supervising and participating in the receipt, recording and processing of payments for various City bills and services in the City Chamberlain's Office. The incumbent provides working supervision and training to Customer Service Representatives and Customer Service Representative Trainees engaged in these functions. The Supervising Customer Service Representative also is responsible for accurately relaying information to the public regarding the diverse and various City functions handled by the City Chamberlain’s Office, and for training new staff to provide public information. The work involves extensive face-to-face interaction with the public, including difficult or irate customers. The work is performed under the general supervision of the Deputy City Chamberlain in accordance with well-established office procedures, with leeway allowed to exercise independent judgment in carrying out the details of the work. Supervision as a lead worker is exercised over Customer Service Representatives and Customer Service Representative Trainees; full supervision is exercised in the absence of superiors. Does related work as required.

TYPICAL WORK ACTIVITIES:

Supervises and participates in the collection of payments for various City bills and services, including tax bills, water and sewer bills, parking tickets, trash tags, bus tokens and parking permits, issues receipts, and records and processes such payments;

Greets and receives the public and provides information to customers regarding diverse and various City functions, policies and procedures pertaining to the Chamberlain’s Office and Parking Violations Bureau; trains new staff to provide this type of public information;

Posts payment figures to appropriate accounts through a computer and verifies all data entered; assists Customer Service Representatives in posting payment figures;

Maintains a cash drawer and reconciles cash on hand and checks with payment records;

Follows established office procedures to safeguard significant amounts of money until money is deposited;

Prepares financial or statistical reports from data entered, including status of accounts, current balances, cash received or paid;

Provides information to customers regarding City functions, policies and procedures pertaining to the Chamberlain’s Office and Parking Violations Bureau; trains other Customer Service Representatives to provide information;

Answers phone calls and provides general information and referrals to other City departments;

Uses computer to retrieve information related to parking tickets, water and sewer bills, installation and removal of meters, taxes and liens;

Interacts with other City departments and private vendors to assist in the collection of City funds;

Prepares checks for mailing disbursement,

Prepares, maintains and files related records such as records related to processing of payments, correspondence, processing parking ticket appeals, maintaining parking permit records, processing parking lot transactions;

Trains staff to receive, sort and distribute incoming mail and ensures proper postage on outgoing mail;

Assists Fiscal Manager in complex accountkeeping tasks related to the collection of City revenues;

Performs daily reconciliation of money received from the collection of City revenues;

Provides training and working supervision to subordinate staff in all facets of office operations;

May perform general clerical duties when required.
FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:
Good knowledge of the procedures used in the City Chamberlain's Office to accept, record and process payments; good knowledge of office equipment used to record, receive and process payments, and ability to effectively use such equipment; working knowledge of the organization and functions of City of Ithaca government; working knowledge of office terminology, procedures, equipment and business English; good arithmetic skills; ability to oversee the work of others; ability to train subordinate staff; ability to operate a personal computer and utilize common office software programs including word processing, spreadsheet and databases at an acceptable rate of accuracy and speed; ability to deal effectively with the public, including irate customers; ability to defuse tense situations as they occur at the counter; ability to communicate effectively both orally and in writing; ability to understand and follow oral and written instructions; ability to establish and maintain effective working relationships with others; ability to analyze and organize data and prepare records and reports; ability to perform close, detail work involving considerable visual effort and concentration; ability to effectively work with and serve a diverse local community; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

A. Possession of a Bachelor’s degree in Business Administration, Accounting, Public Administration, Management, or a closely related field with similar course curriculum and two (2) years of full-time paid clerical, administrative, or office management experience, or its part-time paid equivalent, which shall have included the preparation and/or maintenance of financial records or accounts; or

B. Possession of an Associate’s degree in Business Administration, Accounting, Public Administration, Management, or a closely related field with similar course curriculum and four (4) years of full-time paid clerical, administrative, or office management experience, or its part-time paid equivalent, which shall have included the preparation and/or maintenance of financial records or accounts; or

C. Graduation from high school or possession of a high school equivalency diploma and six (6) years of full-time paid clerical, administrative, or office management experience, or its part-time paid equivalent, which shall have included the preparation and/or maintenance of financial records or accounts; or

D. An equivalent combination of training and experience as defined by the limits of (A), (B) and (C) above.

Note: College degrees must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education and/or U.S. Secretary of Education. If an applicant’s degree was awarded by an educational institution outside the United States and its territories, the applicant must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found at https://www.cs.ny.gov/jobseeker/degrees.cfm. Applicants are responsible for payment of the required evaluation fee.