

CUSTOMER ASSISTANT

Department: City Clerk	Grade: H-10
Classification: Non-Safety Sensitive	Location: City Hall
Date Revised: February 18, 2020	

GENERAL PURPOSE

Performs a variety of routine and technical work in accordance with daily clerks/utility collections, processes and updates utility customer files, and provides support to all management staff and departments.

SUPERVISION RECEIVED

Works under the general supervision of the City Clerk.

SUPERVISION EXERCISED

None.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Customer Service Duties:

- Performs complex and varied work including answering and directing phone calls, provides assistance to citizens and City departments, produces needed correspondence, data entry and processing.
- Sets up all new accounts and determines rates for new customers.
- Processes customer transfers and changes of address.
- Checks out all final accounts, prepares final bills, and prepares work orders.
- Prepares Automatic Utility Connection agreements for owners.
- Handles customer complaints.
- Maintains paperwork on disconnecting and reconnecting delinquent accounts; notifies police dispatcher of shut-offs for after hour's information.
- Prepares utility print-outs for customers as requested.
- Updates card files recording all accounts with listing of meters, meter locations, and meter changes.
- Receives and records gas, water, and electric trouble calls; dispatches appropriate city personnel when needed.
- Maintains records of gas leaks, water leaks, and Thermal Treatment Standards.
- Sends out delinquent notices to customers as needed.
- Receives and distributes incoming mail and administers outgoing mail.
- Files and updates Utility Service Contracts.
- Responsible for operation of Level Pay Program for utility customers.
- Responsible for Automatic Payment plan for utility customers, including transferring data file to bank for processing.
- Is trained in utility billing and processes utility billing as required.

Cashier Duties:

- Is trained and works as cashier.
- Composes and prepares a variety of correspondence for utility inquiries concerning billings, collections, and credit histories for individuals and businesses.
- Receives, processes, administers changes, issues receipts, and maintains records in accordance with bill payments.
- Balances cash registers and credit card transactions.
- Collect all City rental fees and maintains proper documentation for rentals.
- Issues, monitors, and maintains all Municipal licenses.
- Collects all fees and permits issued by the City.

- Reconciles Recreation Department receipts including swimming pool and concessions.
- Is trained as backup assistant for accounts payables and payroll.

General Administrative Duties:

- Makes posts for and maintains City Facebook page.
- Assists City Clerk with the management of insurance claims for property, vehicles, and equipment as needed.
- Disperses approved City ordinances, proclamations, and resolutions to the proper agency for official publishing.
- Administer and maintain City website and Channel 6.
- Assists with the planning, organization, setting-up and cleaning-up for meetings, receptions, and employee functions.
- Orders and responsible for maintenance of all Clerk’s office supplies. Orders supplies for City Hall as necessary.
- Assists in the cleaning and organization of the Clerk’s office.
- Arrange travel plans for departments.
- Coordinates meetings.
- Other duties as assigned.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- Graduation from a high school or GED equivalent with specialized course work and experience in general office practices such as typing, filing, accounting or bookkeeping.
- Two years of increasingly responsible related experience, or any equivalent combination of related education and experience.

Necessary Knowledge, Skills and Abilities:

- Working knowledge of computers and other office machines, working knowledge of office practices and procedures; knowledge of accounting principles and practices.
- Working knowledge of website and Facebook administration.
- Skill in operation of the listed tools and equipment.
- Ability to perform cashier duties accurately; ability to effectively meet and deal with the public; ability to communicate effectively verbally and in writing; ability to handle stressful situations, ability to multitask and prioritize a heavy workload.
- Maintain confidentially of information and/or concerns shared by others.
- Present self in appropriate professional attire and demeanor.

SPECIAL REQUIREMENTS

- Employee in this position will be subject to the City of Iola’s Drug and Alcohol Policy.
- Must have telephone service for emergency contact.

TOOLS AND EQUIPMENT USED

Personal computer, Microsoft and Google applications, central billing system terminal, central financial computer, 10 key calculator, telephone, postage machine, base radio, fax and copy machine, website domain, and Facebook page.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the

employee is frequently required to sit, stand, and walk. The employee is frequently required to hear, listen attentively, speak, and communicate effectively. The employee is frequently required to use hands to fingers, handle, or feel objects, tools or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. The noise level in the work environment is usually moderately quiet with occasional loud activity. Work environment can become highly intense on occasion in dealing with irate customers.

SELECTION GUIDELINES

A City of Iola application form must be fully completed and submitted to Human Resources before consideration for this position. Applicants are required to participate in an oral interview, reference check, past employment verification, and rating of education and experience as part of the selection process. Applicants may be subject to participate in job related tests, such as written assessments, physical agility tests, psychological examination, or polygraph test. The selected applicant is required to submit to a background check, pre-employment drug screen, and pre-employment physical examination. An appointee to this position is subject to, the satisfactory, completion of probation period. Duties listed above are intended only as illustrations of the various types of work performed. Omission of specific duties does not exclude them from the position if the work is similarly related or a logical assignment to the position. This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.