CUSTOMER SERVICE CLERK
ASSIGN: PLANS

JOB CODE 01085

Effective Date: Rev. 04/09

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to provide the public with explanations and interpretations of City ordinances, policies, and procedures, and assistance in completing a variety of City forms. Individuals in this classification have frequent contact with the public by phone, e-mail, written correspondence, public meetings/events, and through counter duties. Tact and persuasion are required in dealing with citizens who may be or become irate or distraught. This classification performs a variety of clerical assignments such as maintaining a set of simple books or logs, operating a computer and/or calculator, and typing various forms and logs. Some positions may conduct tours of facilities and/or require public speaking to citizen groups. Once the more difficult phases of the work are learned, the employee works independently, referring especially difficult or complex cases to the supervisor or lead worker. The duties of this classification differ from other clerical counter duties by the responsibility for providing information of an interpretive or procedural nature and the frequent contact with distraught or irate individuals.

DISTINGUISHING FEATURES OF THE ASSIGNMENT:

The Customer Service Clerk assigned to Plans is responsible for answering telephone calls and relaying information or directing the caller to the appropriate persons for action, performing data entry and retrieval for staff and customers, providing customer referral or information service activities, updating daily logs, and verifying information on building permit applications for accuracy and completeness. This assignment differs from the base classification of Customer Service Clerk due to the higher level of discretion exercised in conducting research; and deciding, based on information available, which departments or divisions will be required to review and evaluate the building plans or which inspectors should be sent on priority calls.

ESSENTIAL FUNCTIONS:

- Orally explains information to the public, including requirements of City ordinances and policies;
- Operates office equipment including copy machine, calculator, computer, cash register, switchboard, facsimile machine, credit card terminal, and film reader;
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- Directs individuals to various locations including other governmental agencies, geographical locations, or areas within the building/complex;
- Creates and updates records and necessary work materials to ensure that information is correct;
- Registers participants for events, programs, reservations, and/or permits utilizing computer software;
- Files and retrieves information via hardcopy and/or electronically;
- Accesses, navigates, and performs on-line updates to automated mainframe applications or utilizes various computer applications;
- Assists applicants in completing applications and forms by answering questions or filling in responses;
- Distributes and accepts applications and forms at a public counter, checking for completeness, accuracy and timeliness;
- Returns, approves, and accepts forms such as applications, requisitions, complaints, etc.;
- Answers citizen questions on petitions, procedures and policies;
- Collects fees or money for payments, counting for accuracy, and balancing collections, and issues receipts;
- Creates and updates files, statistical logs, and other documents with current information and verifies information for accuracy;
- Schedules appointments utilizing an electronic calendaring system;
- Reviews typed documents for accuracy and completeness;
- Performs research or investigation to determine or verify information;
- Types informational documents, forms, and statistical data;
- Develops basic letters, memos, and reports;
- Manually calculates charges, such as parking, licenses, permits;
- Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.

Required Knowledge, Skills and Abilities:

Knowledge of:

- Modern office methods, practices, and equipment.
- Customer service principles and techniques.
- Computer programs (i.e., Microsoft Word, Excel, and PowerPoint).

Skill in:

- Operating a computer, typewriter, and other common office equipment.

Ability to:
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- Communicate orally with customers, clients, or public in a face-to-face one-on-one setting or by telephone, answering technical questions and handling difficult complaints with tact and courtesy.
- Work cooperatively with other employees, other departments or agencies, and the public.
- Learn and use the operating policies, ordinances, or procedures within the department.
- Learn job-related material primarily through oral instructions and observation. This learning takes place mainly in an on-the-job training setting.
- Enter data into a terminal, PC, or other keyboard device in order to file or retrieve information.
- Remain in a sitting position for extended periods of time.
- Work safely without presenting a direct threat to self or others.
- Sort, separate, arrange, file, or distribute incoming mail, products, or material in a prescribed manner.
- Perform arithmetical calculations including addition, subtraction, multiplication, and division.

Additional Requirements:

- Some positions require the use of a personal or City vehicle on City business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license and have an acceptable driving record. Use of a personal vehicle for City business will be prohibited if the employee is not authorized to drive a City vehicle or if the employee does not have personal insurance coverage.
- Some positions will require the performance of other essential and marginal functions depending upon work assignment, location, or shift.

ACCEPTABLE EXPERIENCE AND TRAINING:

One year of experience in meeting the public and performing varied office and clerical tasks supplemented by courses in bookkeeping, and demonstrated typing skills. Other combinations of experience and education which meet the minimum requirements may be substituted.