



**JOB SPECIFICATION**  
**CUSTOMER RELATIONS CLERK**

Code 11370  
Grade GS 44

***General Purpose***

Under general supervision, provide service to customers, process work orders and enter data in tax, utility or building services areas.

***Typical Duties:***

Provide customer service in assigned area. Involves: Assist taxpayers; businesses, contractors; utility customers. Communicate in person, over the telephone or by correspondence. Respond to customer inquiries and questions regarding taxes paid, due and refunds; permitting, building inspection; utility services, account activity and billing. Direct customers to appropriate contacts within the City. Assist the public with completion of forms. Provide fast and accurate customer service. Collect payments for services, fees, utility bills, taxes, permits or admissions from customers

Receive, review and prepare work orders in assigned area. Involves: Work with customers to identify service needs (new, transfer, changes, installment), summarize needs, and assure policies, rules and regulations are followed. Update work and change orders; inspection requests, fees and results; credit and transfer information. Work with building permit customers, enter building permit requests, schedule inspections, issue permits, review contractor files and check for appropriate supporting documentation (i.e., bonds, insurance, license). Prepare renewal notices, Certificates of Completion and Occupancy, and other Issue licenses (food, liquor, and vendors). Assure work orders are completed accurately and timely, and update customer account history. Maintain effective communication with field personnel. Use a two-way radio to communicate changes in work order to field personnel.

Enter and update accounting information in assigned area. Involves: Review debit and credit adjustments. Verify payments. Provide account analysis, update accounts to reflect new or changes in service, make billing corrections (debit or credit) and adjust balances in accordance with established approval processes. Post daily payments and customer account adjustments. Record data correctly in general ledgers, and generate associated reports and spreadsheets. Enter assigned data in to computer databases. Maintain filing system, records, telephone logs and keep reports.



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***Knowledge, Skills, and Abilities***

- Application of good knowledge of general office procedures.
- Application of some knowledge in assigned area of tax laws; City rules and regulations; building permitting; and other applicable regulations.
- Application of some knowledge of personal computers and word processing software, mainframe processors, printers, faxes, copiers, calculators and two-way radios.
- Application of some knowledge of accounting, billing and collection techniques.
- Establish and maintain effective working relationships with city officials, contractors, coworkers and the public.
- Clear concise, courteous oral and written communications.
- Interpretation of oral and written instructions.
- Keep records and reports.
- Work under pressure to meet deadlines.

***Other Job Characteristics***

- Exposure to irate clients.

***Minimum Qualifications***

Education and Experience: A High School diploma or GED, and two (2) year public contact experience.

Licenses and Certificates: None.