

TOWN OF CANTON, NORTH CAROLINA
CLASS DESCRIPTION
CLASS TITLE: CUSTOMER SERVICE REPRESENTATIVE

Department: Administration Department
Reporting To: Finance Director
Direct Reports: None
FLSA Status: Non-exempt
Last Updated On: January 2018

GENERAL DESCRIPTION OF CLASS:

Under general supervision, performs a variety of difficult and specialized administrative and office support functions; fields customer questions and requests; performs related duties as assigned.

ESSENTIAL FUNCTIONS:

- Staffs front desk for all walk-up customer traffic.
- Answers telephone: General Inquiries
- Assists in opening water and other misc. accounts.
- Assists other departments with document and correspondence preparation as required.
- Performs routine clerical work as required, including but not limited to, typing forms, reports and correspondence, copying and filing documents, entering and retrieving computer data, sending and receiving faxes, assembling materials, ordering office supplies and equipment, processing daily mail, etc.
- Receives and responds to public inquiries, requests for assistance, concerns, and complaints.
- Assists with special projects and programs as assigned.
- Collects payments for real estate taxes, water bills, business registration, and other miscellaneous revenue.
- Prepares daily report of collections.
- Assists with payroll processing, accounts payable, and tax collections/billing as necessary.
- Performs other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

- Thorough knowledge of standard office procedures, practices, and equipment.
- Strong customer service abilities (ie. Answer phone inquiries in a professional manner).
- Strong administrative and organizational skills.
- Strong personal computer skills including Microsoft Office suite.
- Ability to deal tactfully and courteously with the public.
- Ability to work well under pressure while maintaining a courteous attitude.
- Ability to treat information as confidential.
- Ability to maintain effective working relationships with other employees.

EDUCATION AND EXPERIENCE REQUIRED:

- High School diploma or GED.
- Associate's degree from an accredited college or university in secretarial science, accounting, finance, business, or closely related field and a minimum of two (2) years of technical experience in municipal or county finance or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job.

SPECIAL REQUIREMENTS:

- Valid North Carolina driver's license.

WORKING CONDITIONS:

- General office environment

ADA COMPLIANCE

The Town of Canton is an Equal Opportunity Employer. ADA requires the Town to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

Physical Requirements:

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires standing, walking, fingering, feeling, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.