



CITY OF LAGUNA WOODS JOB CLASSIFICATION

JOB TITLE: **CUSTOMER SERVICE REPRESENTATIVE**

STATUS: **NON-EXEMPT AND AT-WILL**

DEFINITION:

Under general supervision, Customer Service Representatives perform customer service, clerical, and administrative tasks, often of a secretarial nature, including, but not limited to, answering telephones; greeting visitors and members of the public; providing public information; scheduling appointments; accepting and processing payments; accepting items and materials for recycling and disposal; scanning and filing records; and, setting up for and cleaning up after meetings and events.

ESSENTIAL DUTIES:

The duties assigned include, but are not limited to, all or a variety of, the following:

- Provide services related to City Hall's front counter operation, including reception, switchboard, scheduling, cashiering, administrative support, and clerical services.
- Accept items and materials for recycling and disposal (e.g., handling of electronic waste, light bulbs, batteries, medication, sharps, print cartridges, etc.).
- Receive and respond to public and private inquiries and complaints, including by providing information and referrals, as determined to be appropriate.
- Create, scan, file, and maintain physical and electronic records.
- Prepare, compile, and disseminate qualitative and quantitative documentation and data, including correspondence, billing records, reimbursement records, reports, manuals, inventories, logs, photographs, and identification cards.
- Setup for and cleanup after meetings and events, including by moving, arranging, and configuring tables, chairs, computers, projectors, screens, microphones, and

other equipment, as well as food, beverages, waste, and other items and materials.

- Provide support and relief coverage for City and department employees.
- Perform other related duties as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of:

- Responsive customer service practices, including active listening.
- Modern office procedures, methods, and equipment, including computers.
- Principles of addition, subtraction, multiplication, and division.
- Principles and techniques of record keeping and filing.
- Principles and techniques of cashiering, including balancing receipts.

Ability to:

- Perform the essential duties described in this job classification in a professional, timely, and accurate manner with the referenced level and degree of supervision.
- Alphabetize, compare, count, differentiate, measure, assemble, sort, copy, record, classify, compute, tabulate, categorize, and transcribe data and information.
- Communicate effectively and concisely with persons with diverse backgrounds.
- Demonstrate an awareness and appreciation of local cultural diversity.
- Communicate in writing effectively and concisely, including with use of proper spelling, grammar, punctuation, and command of the English language.
- Maintain confidentiality and discretion when necessary.
- Maintain professional composure at all times, including when dealing with upset, hostile, and difficult interpersonal interactions.
- Understand, analyze, interpret, and apply data and information using established criteria, in order to determine consequences and identify and select alternatives.
- Understand, calculate, and interpret percentages, fractions, and ratios.

Education and Experience:

Any combination of education and experience that provides the knowledge, skills, and abilities necessary for this position is qualifying. A typical way of obtaining the required qualifications is to possess a high school diploma (or equivalent) and three months of work or volunteer experience in a governmental or professional setting. Prior experience in a customer service or cashiering position is highly desirable.

Licenses/Certifications:

Must possess and maintain a valid Class C California Driver's License and must qualify for and maintain insurability under the City's Vehicle Policy. This position involves the periodic performance of duties and travel that require operation of a personal vehicle.

PHYSICAL DEMANDS AND ENVIRONMENTAL SETTING:

While performing the duties of this class, employees are frequently required to sit, stand, walk, talk, and hear; use hands to handle, manipulate, feel, move and operate equipment, tools, and controls; and, use hands and arms to reach. Specific vision abilities required include close, distance, peripheral, and color vision, depth perception, and the ability to adjust focus. Specific hearing abilities required include hearing in the normal audio range with or without correction. Most duties are performed while standing at a counter, which requires frequent walking and transitions from sitting in a sedentary manner at a desk to standing at a counter. Employees are frequently required to exert physical effort involving a combination of standing, walking, climbing, balancing, stooping, kneeling, and crouching, as well as carrying, lifting, pushing, and pulling objects up to 25 pounds.

While the duties of this class are primarily performed in an office setting with low to moderate noise and regular interruption, employees may also be frequently required to travel and work in other settings (e.g., meetings and events). Employees are required to handle and process, according to City protocols, items and materials for recycling and disposal including, but not limited to, certain types of electronic waste, light bulbs, batteries, medication, sharps, and print cartridges that may result in exposure to odors, fumes, dust, hazardous substances, and other irritants.

Tools and Equipment:

Must possess the knowledge and ability to effectively use computers, copiers, scanners, calculators, facsimile machines, microfiche readers, telephones, digital cameras, and other measuring devices to collect data and information. Ability to use computers includes the knowledge and ability to input, query, and maintain information in software such as Microsoft Windows, Outlook, Excel, PowerPoint, and Internet Explorer, as well as the City's cashiering and records software, as may change from time-to-time.

OTHER NOTICES:

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from this position if the work is a similar, related, or logical assignment.

The selection process for this position will include fingerprinting; a State Department of Justice criminal background check; reference checks; confirmation of education claims, licenses, and certifications; and, a physical medical examination.

This position is not exempt under the Fair Labor Standards Act.

Pursuant to California Government Code Section 36506, neither this job classification nor any other communication, rule, or regulation shall be construed to provide employees with any tenure or property interest in employment with the City. All City employees serve “at will” and are subject to termination without cause at any time – no exceptions.

All City employees are designated Disaster Service Workers by both State law and City ordinance. Duties when serving as a Disaster Service Worker may be in locations, during hours, and performing work significantly different from the employee’s normal duties.

The City is an Equal Employment Opportunity employer and does not discriminate on the basis of any legally protected category (race, religion, creed, color, national origin, ancestry, physical or mental disability, medical condition, pregnancy, childbirth or related medical conditions, veteran status, sexual orientation, gender identity or expression, genetic information, marital status, military or veteran status, sex, age over 40 years, or any other basis protected by applicable federal, state, or local law, including association with individuals with one or more of these protected characteristics or perception that an individual has one or more of these protected characteristics).

The City provides employment rights and non-discrimination on the basis of disability as established in the Americans with Disabilities Act. Reasonable accommodation may be made to enable a person with a disability to perform this position’s essential functions.

Additional laws, rules, and regulations apply to this position.