

**CITY OF CONCORD
CLASS SPECIFICATION**

CLASS TITLE: MUNICIPAL CUSTOMER SERVICE REPRESENTATIVE JOB CODE: 5012
DEPARTMENT: FINANCE DATE: 7/09
REPORTS TO: FISCAL SUPERVISOR

JOB SUMMARY:

Performs work conducting cash transactions while dealing courteously and diplomatically with the public. Responds to requests for information and assistance; balances receipts; enters and retrieves information using a computer.

ESSENTIAL JOB FUNCTIONS:

Prepares Motor Vehicle Registrations and Titles; issues plates; collects city and state fees; inventories state supplies; answers motor vehicle tax questions; provides information.

Assists with all aspects of tax liening and tax deeding; processes mutual liens for accounts receivable bills; assists with the processing of reminder notices.

Submits information to Bond Council as required.

Processes property tax, water and sewer charges, and accounts receivable payments.

Balances cash drawer to end of day reports.

Conducts cash transactions with the public.

Performs collection calls for past due accounts.

Assists the department with compiling statistics and reports; maintains appropriate files.

Enters and receives technical information into a computer in order to update records, process transactions, and respond to requests for information.

Processes incoming and outgoing mail

Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

General Office Equipment	Personal Computer and/or Terminal	Fax Machine
Copy Machine	Burster	

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

High school diploma, GED or any combination of education, training and experience which provides the knowledge, skills and abilities required for the job.

Licenses and Certifications:

State of NH Municipal Agent Certification and State of NH Driver Protection Privacy Certification must be obtained within the probationary period or as classes become available.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

Basic mathematical computations, including addition, subtraction, multiplication, and division.

Word processors and/or computers.

Principles and practices of office procedures, rules, and regulations.

Skill in:

Making change in money.

Dealing courteously and diplomatically with difficult people and the general public.

Performing basic mathematical computations, such as adding, subtracting, multiplying, and dividing.

Operating various office equipment.

Entering and retrieving information using a computer.

Mental and Physical Abilities to:

Communicate effectively orally and in writing with a variety of types of individuals.

Read, understand, and use judgment in the application of laws and regulations to area of assignment.

Understand and carry out written and oral instructions.

Prepare clear and concise reports.

Establish and maintain effective office relationships.

Work in an open office environment with several activities and conversations taking place at the same time.

Organize work, set priorities, and meet critical deadlines.

Perform duties while sitting at a desk or table or while intermittently sitting, standing, or stooping.

Occasionally lift light or heavy objects.

Climb ladders.

Working Conditions:

The work is performed in an office or stockroom.