

CUSTOMER SERVICE CLERK - 526

DEFINITION OF WORK

Under immediate supervision, performs clerical work using established procedures in processing permits for or receiving money from the general public; does related work as required.

EXAMPLES OF WORK

Receives and processes requests for water or construction permits; reviews permit applications to ensure that all required data is complete and accurate; enters data in visual terminal systems; answers general inquiries from the public concerning permit procedures and costs; checks tax and zoning maps to verify location of construction; types permits and other forms and documents; reviews citizen complaints and makes decisions regarding extension on bills or re-connection of water services; receives payments from citizens for permits, parking tickets, water bills, etc; accounts for checks and cash received daily and balances against receipts.

EMPLOYMENT STANDARDS

Education and Experience: Any combination of education and experience equivalent to a high school diploma and considerable experience in general clerical work involving contact with the public.

Knowledge, Skills and Abilities: Thorough knowledge of standard office methods and procedures, business English, spelling and business mathematics and office management; considerable knowledge of departmental programs, policies and procedures; ability to perform a considerable volume of work under established time constraints; ability to establish and maintain effective working relationships with co-workers and the public; ability to type accurately at 40 words per minute.

