

CITY OF GREENWOOD
JOB DESCRIPTION, DECEMBER 2022

JOB TITLE: CUSTOMER SERVICE CLERK

GENERAL STATEMENT OF JOB

Under general supervision, performs various customer service duties regarding business licenses and other payments due to the city. Maintains various records/files, processes various permits, and enters data into computer. Provides assistance in all areas of the finance department as needed.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Responsible for posting all payments such as business license, commercial sanitation, hospitality tax and accommodation taxes. Required to balance collections to a report at the end of each day. Absolutely NO shortages are permissible.

Process yard sale permits and receive solicitation permits, handbill permits, etc.

Receives, reviews, processes, files and/or submits a variety of documents and phone calls such as commercial and residential sanitation work orders, public works department work orders and miscellaneous citizen complaints.

Utilizes various types of machinery and equipment including typewriter, calculator, copier, shredder, computer, and general office supplies.

ADDITIONAL JOB FUNCTIONS

File business license renewals and new applications, monthly hospitality and accommodations tax returns.

Send letters to residents that did not obtain a yard sale permit.

Assists other Finance Department Staff as needed.

Performs other related duties as required.

MINIMUM TRAINING AND EXPERIENCE

Associates Degree preferred with computer knowledge and three to five years of customer service experience; or any equivalent combination of training and experience which provides the required skills, knowledge and abilities. Completion of three year training program as offered through the Municipal Association of South Carolina, Business Licensing Officials Association.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED
TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of automated office machines including typewriter, calculator, telephone system, copier, computer, printer, etc. Must be physically able to exert up to ten pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time, but may involve walking or standing for brief periods of time. Must be able to lift and/or carry weights of ten to forty pounds.

Data Conception: Requires the ability to compare and/or judge the readily observable functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of data, people or things.

Interpersonal Communication: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes the receiving of information and instructions from supervisor.

Language Ability: Requires the ability to read a variety of documents and reports. Requires the ability to prepare various reports and documents with the proper format, punctuation, spelling and grammar, using all parts of speech. Has the ability to speak to co-workers and the general public with poise, voice control and confidence.

Intelligence: Has the ability to apply principles of rational systems such as accounting in order to solve problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in written, oral, diagrammatic or schedule form.

Verbal Aptitude: Requires the ability to record and deliver information and to follow verbal and written instructions.

Numerical Aptitude: Requires the ability to utilize mathematical formulas; add and subtract totals; multiply and divide; determine percentages and decimals; and determine time and weight.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape.

Motor Coordination: Requires to ability to coordinate hands and eyes in using automated office equipment.

Manual Dexterity: Requires the ability to handle a variety of items, office equipment, control knobs, switches, etc. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: Requires the ability to differentiate colors and shade of color.

Interpersonal Temperament: Has the ability to deal with people beyond receiving instructions. The worker needs to relate to people in situations involving more than receiving instructions. Must be adaptable to performing under minimal stress when confronted with an emergency.

Physical Communication: Requires the ability to talk and/or hear (talking-expressing or exchanging ideas by means of spoken words; hearing – perceiving nature of sounds by ear.)

PERFORMANCE INDICATORS

Knowledge of Job: Has thorough knowledge of the policies, procedures and activities of the Department as they pertain to the duties and responsibilities of the position. Has excellent knowledge of the computer system and is able to perform a variety of computer procedures in an efficient manner. Has the ability to prepare and maintain various reports, records and files as required by the Department. Has the knowledge and ability to assist Finance Department Staff in performing a variety of duties. Is able to type at the required rate and exhibit accuracy in entering data, typing and posting. Is capable of working under a degree of stress related to tight deadlines. Has foresight as needed in the preparation and planning of daily activities. Have good organizational and mathematical skills. Is able to apply common sense understanding in performing repetitive tasks and has the ability to use independent judgement in routine situations. Is able to effectively communicate with Supervisor and employees within the Department and in other departments. Is able to make sound, educated decisions.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communications and interface with all City departments and divisions, co-workers and customers, and the general public.

Quantity of Work: Maintains effective and efficient output of all duties and responsibilities as described under “Specific Duties and Responsibilities.”

Dependability: Assumes responsibility for doing assigned work and for meeting deadlines. Completes assigned work on or before deadlines in accordance with directives, City policy, standards and prescribed procedures. Accepts accountability for meeting assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends work regularly and on time with a minimum of tardiness and absences and adheres to City policies and procedures regarding absences and tardiness. Provides adequate notice to higher management with respect to vacation time and time-off requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be done and initiates proper and acceptable direction for the completion of work with a minimum of supervision and instruction.

Judgment: Exercises analytical judgements in areas of responsibility. Identifies problems or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to problems or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experience advice and researches problems, situations and alternatives before exercising judgement.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of it. Questions such instruction and direction when clarification of results or consequences is justified, i.e., poor communications, variance with City policy or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation between all staff persons and departments within the City.

Relationships with Others: Share knowledge with managers, supervisors and staff for mutual and City benefit. Contributes to maintaining high morale among all City employees. Develops and maintains cooperative and courteous relationships with department employees, staffers and managers in other departments, representatives from organizations, customers and the general public so as to maintain good will toward the City and to project a good image. Tactfully and effectively handles requests, suggestions and complaints from other departments and persons in order to maintain good will within the City. Emphasized the importance of maintaining a positive image within the City. Interfaces effectively with higher management, professionals, customers and the general public.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of elements of work and establish a personal schedule accordingly. Attends meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules. Maintains a calendar for meetings, deadlines and events.

Safety and Housekeeping: Adheres to all safety and housekeeping standards established by the City and various regulatory agencies. Sees that the standards are not violated. Maintains a clean and orderly workplace.