

CITY OF GLENDALE

TITLE: Customer Assistance Representative CLASS CODE: 107

GRADE 15

DEPARTMENT: Various

FLSA: N

JOB SPECIFICATION DATE: July 1, 2005 bwg

JOB SUMMARY:

Answers incoming telephone calls on a multiple line phone system; provides information and referral services to citizens and staff; and assesses citizen concerns and complaints, routing them to the appropriate staff.

ESSENTIAL FUNCTIONS:

1. Answers incoming telephone lines.
2. Assesses citizen concerns and complaints, routing them to the appropriate staff.
3. Provides information and referral services to citizens and staff.
4. Maintains procedure manuals and updates as needed.
5. Routes complaints to appropriate personnel.
6. Prepares mailings.
7. Types forms, cards, lists and limited correspondence and form letters using a typewriter or word processor; performs data entry and assigns codes and records numbers.

SECONDARY FUNCTIONS:

8. Performs miscellaneous office duties as directed.
9. Performs other duties as assigned.

KNOWLEDGE, SKILLS, ABILITIES:

Knowledge of:

Multi-line telephone.
Departmental policies, procedures, and activities.
Good customer service techniques.

Skill in:

Typing and modern office machine operation.

Ability to:

Operate multi-line telephone.

Stay calm when working with irate customers.

Quickly and accurately obtain pertinent information.

Establish and maintain effective working relationships with co-workers, other city personnel, and the general public.

Communicate clearly and concisely, both orally and in writing.

WORKING CONDITIONS:

Concentration and attentiveness required during communications. Interaction with abusive individuals.

MINIMUM QUALIFICATIONS:

High school diploma or G.E.D. and one year experience in local government customer service and the operation of telecommunication equipment and computers.

Any equivalent combination of experience and training which provides the required knowledge, skills, and abilities is qualifying.