



CITY OF BEAUMONT

CUSTOMER SERVICE COORDINATOR I/II

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under supervision (Customer Service Coordinator I) or general supervision (Customer Service Coordinator II), interfaces daily with the public to provide information regarding services available through the City's programs; performs a wide variety of responsible customer service duties in support utility billing, animal licensing, passport processing, yard sales, and business licenses; establishes and maintains customer relations; and performs related work as required.

DISTINGUISHING CHARACTERISTICS

Customer Service Coordinator I – This is the entry level class in the Customer Coordinator series. This class is distinguished from the Customer Service Coordinator II by the performance of the more routine tasks and duties assigned to positions within the series. Since this class is typically used as a training class, employees may have only limited or no directly related work experience.

Customer Service Coordinator II – This is the full journey level class within the Customer Coordinator series. Employees within this class are distinguished from the Customer Service Coordinator I by the performance of the full range of duties as assigned. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the I level, or when filled from the outside, have prior experience.

COORDINATOR DUTIES *The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Provides customer service and assistance to the public in person and over the telephone on a variety of services available through the City.
2. Answers customer questions and inquiries or refers to the appropriate party; researches, resolves, and responds to customer problems and complaints; interprets and explains City policies and procedures to the public.
3. Provides customer service at the counter; assists customers with utility billing, yard sale permits, business license applications, passport processing, and animal licensing; receives and posts payments to the appropriate system; issues receipts; balances cash registers at the end of the day and prepares deposit.
4. Receives payments and issues receipts for utility services; starts and stops utility services for customers; opens and closes accounts as requested; makes adjustments to accounts as necessary.

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5. Receives, reviews, and processes permit and license applications; resolves discrepancies or missing information; provides information to individuals and the public regarding the application process; collaborates with other departments as necessary.
6. Performs various duties related to business license processing; prepares and mails renewal notices, receives and audits applications, enters business information into the system, processes payments, and prints and distributes licenses.
7. Processes animal license applications; verifies necessary documentation is submitted; issues tags and processes payments.
8. Processes passport applications; reviews forms for completeness, administers oath, receives appropriate fees, copies documents, and mails applications.
9. Receives and processes yard sale permit applications; receives appropriate payment and issues permit.
10. Performs various duties in support of the City's transit system; receives payments and creates bus pass cards for customers; provides information to customers regarding routes.
11. Operates a variety of office equipment including a copy machine, telephone system, facsimile machine, and computer; utilizes various computer applications and software packages.
12. Creates and maintains a variety of reports, logs, and records; files documents.
13. Receives and sorts incoming mail.
14. Performs related duties, as assigned.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

Customer service techniques, practices, and principles.

Methods and techniques of proper phone etiquette.

Methods and techniques of cash handling.

Basic principles and procedures of financial record keeping and reporting.

Basic mathematical principles.

English usage, spelling, grammar, and punctuation.

Business letter writing and basic report preparation.

Principles and practices of record keeping and filing.

Modern office procedures, methods, and equipment including computers and applicable word processing, spreadsheet, and database applications.

Pertinent federal, state, and local laws, codes, and regulations.

Ability to:

Perform a variety of customer services, clerical accounting, and office support duties and activities in support of assigned function.

Understand the organization, operation, and services of the City and of outside agencies as necessary to assume assigned responsibilities.

Perform routine multi-tasking functions.

Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.

Apply problem solving techniques to provide effective customer service.

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Receive, screen and direct questions and telephone calls to the appropriate source of information.

Exercise sound judgment and tact in dealing with public in difficult situations.

Use highly effective and innovative planning, organization, and research techniques to achieve goals

Follow oral and written instructions.

Relate effectively to and communicate with people of a variety of cultures, languages, disabling conditions and socioeconomic situations.

Analyze situations and apply departmental rules and regulations effectively, as well as common sense where no guidelines are readily available.

Work with minimum supervision.

Implement and maintain standard filing systems.

Maintain records and reports.

Operate and use modern office equipment including a computer and various software packages.

Type at a speed necessary for successful job performance.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Customer Service Coordinator I

Education/Training:

Equivalent to the completion of the twelfth grade.

Experience:

One year of customer service or public relations experience in a municipal government agency is desirable.

License or Certificate:

Possession of, or ability to obtain an appropriate, valid driver's license.

Customer Service Coordinator II

Education/Training:

Equivalent to the completion of the twelfth grade.

Experience:

Two years of increasingly responsible customer service and clerical accounting experience.

License or Certificate:

Possession of, or ability to obtain an appropriate, valid driver's license.

PHYSICAL, MENTAL, AND ENVIRONMENTAL REQUIREMENTS: *The conditions herein are Coordinator of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions:*

Must be found to be free from any physical, emotional or mental conditions, as determined by a qualified physician and/or psychologist, which with or without accommodation might affect the ability of the employee to perform essential job functions. The position may require prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily office activities.

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Additionally, the position requires grasping, repetitive hand movement, and fine coordination in retrieving and entering data using a computer keyboard. Near and far vision is required in order to read work related documents and use the computer. Acute hearing is required when providing phone and personal service. The position requires lifting, carrying, pushing, and/or pulling objects weighing up to 25 pounds.

This classification is not intended to be all-inclusive. An employee may be required to perform other reasonable duties as assigned by management. The City reserves the right, with the concurrence of the department head, to revise or change classification duties and responsibilities as the need arises and as consistent with the meet and confer process.