

KNOWLEDGE, SKILLS, ABILITIES

Knowledge of:

- General cash receipts and cash handling procedures
- City departments and services provided, as well as of state and county, and other municipal agencies
- Modern office practices, procedures, and equipment
- Telecommunications (including TDD) computer equipment
- Community and governmental resources available to citizen callers

Skill in:

- Operation of a computer, applicable mainframe, PC software and other office equipment pertinent to the duties assigned
- Keyboard data entry with speed and accuracy
- Influencing, negotiation and defusing difficult situations

Ability to:

- Receive payments, provide the correct change, and accurately enter receipts to customer and city revenue accounts
- Answer, screen and transfer incoming calls, and direct visitors/callers to the appropriate agencies, departments and persons
- Exercise independent judgment, courtesy, tact, and diplomacy in dealing with co-workers and customers who are seeking information and assistance
- Control stressful situations, and maintain an exceptional level of customer service
- Use various reference manuals in an efficient manner
- Operate telecommunication system and attendant console
- Stay calm when working with irate customers
- Learn the activities, departments, policies and geography of the City
- Establish and maintain effective working relationships with co-workers, other city personnel, volunteers, outside agencies, and the general public
- Communicate clearly and concisely, both orally and in writing

WORKING CONDITIONS

Intense concentration and prolonged attentiveness required during emergency communications.
Interaction with distraught or abusive individuals.

MINIMUM QUALIFICATIONS

High school diploma or G.E.D. and two years experience involving significant public contact in retail business or service environment, preferably in local government customer service. Some positions may require some experience in operating multi-line telephone console and/or in cashiering or lock box processing center.

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