

## CUSTOMER SERVICE ASSISTANT

### **Position Purpose:**

The purpose of this position is to perform responsible clerical and record keeping work supporting the operations of the Town Clerk's Office with a strong focus on customer service; all other related work as required. The Customer Service Assistant is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his/her direction and control.

### **Supervision:**

*Supervision Scope:* Performs responsible duties requiring a working knowledge of departmental operations and the exercise of judgment and initiative to complete assigned tasks and analyze the facts or circumstances surrounding individual problems.

*Supervision Received:* Works under the general direction of the Town Clerk. Completes work in accordance with established departmental policies and standards; all questionable cases are referred to supervisor. The position is subject to review and evaluation according to the Town's personnel plan.

*Supervision Given:* None.

### **Job Environment:**

Work is performed under typical office conditions; the noise level is moderate.

Operates a computer, printer, facsimile machine, copier, calculator, typewriter, and other standard office equipment.

Has constant contact with the general public; has frequent contact with other town departments, attorneys, insurance agencies, motor vehicle dealerships, title companies, and state governmental agencies. Contacts are in person, in writing, and by telephone and involve an information exchange dialogue.

Has access to limited department-oriented confidential information.

Errors could result in reduced levels of service, poor public relations, and have possible legal repercussions.

### **Essential Functions:**

*(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)*

Responds to customer requests for information on all department operations and functions. Assists and answers questions of the general public in person and by telephone; receives complaints and responds to complaints appropriately; makes referrals as appropriate.

Processes motor vehicle registration transactions including titles, sales tax, excise tax, ownership issues, and address changes. Ensures that all papers, title, bill of sale, insurance card, and signatures are complete.

Processes ATV/boat/snowmobile registrations.

Receives and processes tax payments. Calculates amounts due for past-due taxes.

Processes hunting and fishing licenses and renewal applications. Processes dog licenses and renewals. Collects, records, and accounts for fees.

Codes mortgage deeds.

Looks up tax bill amounts for mortgage holders.

May run motor vehicle reports.

Researches tax history.

Performs a variety of data entry work. Prints and files reports.

Performs general clerical and record keeping duties; composes and types documents; files; makes photocopies; faxes information.

Regular attendance and punctuality at the workplace is required.

Performs similar or related work as required, directed or as situation dictates.

**Recommended Minimum Qualifications:**

**Education, Training and Experience:**

High school education; two years of clerical and/or customer service-related work; experience working in a municipality preferred; or any equivalent combination of education and experience.

**Special Requirements:**

Ability to be bonded.

Completion of state-required motor vehicle training session.

**Knowledge, Ability and Skill:**

*Knowledge:* Thorough knowledge of office procedures, machines, and record keeping principles. Familiarity with municipal government operations helpful.

*Ability:* Ability to maintain detailed and accurate records. Ability to carry out work assignments with some independence. Ability to communicate effectively with customers. Ability to prioritize multiple tasks and deal effectively with interruptions.

*Skill:* Excellent customer service skills. Skill in all of the above mentioned equipment and machines.

Physical Requirements:

The physical demands described here are representative 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 functions. Lifts/moves objects weighing up to 10 pounds. Types on a keyboard at a moderate speed for extended periods of time. Ability to stand/sit at a counter for extended periods of time. Communicates verbally and in writing. Manually operates all office equipment and machines.

*(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)*