The City of Forsyth is accepting applications for Customer Service Representative position. Qualified applicants may download an application at www.cityofforsyth.net. Applications should be submitted to Regina Ivie via email to rivie@cityofforsyth.com or mailed to City of Forsyth, PO Box 1447, Forsyth Ga 31029. The City of Forsyth is an EOE and a Drug Free workplace. Salary is dependent upon qualifications and experience. The information below is the full job description for this position.

**City of Forsyth**

**Job Description**

**JOB TITLE:  Customer Service Representative**

**POSITION: 100-107**

**FLSA STATUS:  Non-Exempt**

**REPORTS TO: City Clerk**

**SUMMARY:**

This position primarily involves cash handling duties as well as general customer service duties such as answering incoming calls, responding to citizen inquiries, and other general clerical duties. The incumbent is responsible for the efficient and accurate completion of transactions involving the public's payment of city fees.  Cash handling accuracy is essential. Accuracy of work is verified daily by the City Clerk.  Work is performed according to established and well-defined procedures.

**QUALIFICATION REQUIREMENTS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

*The following duties are representative of the work required for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.*

* Collects monies from the public in payment of various city fees, and court according to city procedures.
* Answers telephone, greets customers, responds to inquiries, and provides customer assistance and general information as needed.
* Assists customers with various inquiries within the city.
* Establishes new customer accounts per city procedures.
* Processes alcohol licenses.
* Prepares work orders for changes to existing customer utility accounts.
* Balances cash daily against computer totals; prepares daily cash deposit for court revenues and utilities.
* Processes, records, prints, and mails City business licenses.
* Responsible for daily cash drawer.
* Notarize documents as needed.
* Other duties as assigned.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

The Customer Service Representative must be knowledgeable of the following principles, procedures, and concepts:

* Knowledge of the methods of handling, receipting, and maintaining records of payments received.
* Knowledge of modern office methods and procedures and of equipment used in processing payments.
* Knowledge of the principles and practices of public finance, budgeting, and accounting.
* Ability to make rapid and accurate mathematical calculations.
* Ability to understand and effectively carry out oral and written instructions.
* Ability to acquire skills in the operation of a computer, typewriter, calculator, adding machine, and radio.
* Ability to successfully meet the public, to create a favorable impression and to establish and maintain effective working relationships with other employees.

**MINIMUM TRAINING AND/OR EXPERIENCE TO PERFORM ESSENTIAL JOB FUNCTIONS:**

The Customer Service Representative should possess, at a minimum, a valid high school diploma or GED equivalent, supplemented by some experience as a teller or change handling and accounting for small sums of money or any equivalent combination of training and experience.

**NECESSARY SPECIAL REQUIREMENTS:**

None

**SUPERVISORY CONTROL AND RESPONSIBILITIES:**

None

**TRAVEL:**

None

***(ADA) MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS***

**LANGUAGE SKILLS:**

Ability to read and understand written materials. Ability to effectively communicate information to supervisors, co-workers, and the general public.

**MATHEMATICAL SKILLS:**

Ability to work with basic mathematical concepts such as addition, subtraction, multiplication, and division.

**COMMUNICATION SKILLS:**

Must be able to effectively communicate orally and in written form in a professional manner in order to give or exchange information, resolve problems, and/or provide service.

**REASONING ABILITY:**

Ability to interpret and understand a variety of forms, reports, manuals, regulations, and other means of instruction and guidance.

**PHYSICAL DEMANDS:**

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. This position requires light-to-medium demands with intermittent sitting, standing, walking, computer use, and occasional lifting of lightweight objects.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The work environment is primarily an indoor office work area.

*I, the employee, understand that this document is not to be construed as a contract, either implied or explicit. All information contained herein is merely an attempt by the City of Forsyth to explain the essential duties that I am expected to perform. I understand that, at my supervisor’s discretion, additional duties and responsibilities may be placed upon me at any time.*

*Employees’ Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_          Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_*

*Supervisor’s Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_         Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*