



**DEPARTMENT OF HUMAN RESOURCES**  
**POSITION DESCRIPTION**

<b>CLASS TITLE:</b> CUSTOMER SERVICE REPRESENTATIVE	<b>CLASS CODE:</b> CS07
<b>DEPARTMENT:</b> Finance	<b>PAY GRADE:</b> 04 H
<b>REPORTS TO:</b> Customer Service Supervisor	<b>FLSA:</b> Non-Exempt
<b>SUPERVISES:</b> N/A	<b>REVISED:</b> 10/31/2017

**PURPOSE AND SCOPE:**

Under the direct supervision of the Customer Service Supervisor, provides excellent customer service to residents, visitors and associates, ensuring calls are answered in a timely, efficient, and knowledgeable manner; collects and processes daily payments; and maintains accurate customer account information.

This position is designated as Non-Essential in the event that the District's Emergency Operation Plan is activated.

**ESSENTIAL FUNCTIONS:**

% Time (Total of Essential Functions Must Equal 100%)

30%     Receives and processes customer payments.

25%     Answers phone calls, directs visitors, and promotes positive staff relations with other associates.

25%     Processes permit applications and maintains current and accurate customer account data.

10%     Performs other clerical functions as necessary, to include but not necessarily be limited to filing, copying, and printing.

10%     Picks-up / delivers daily mail and bank deposits.

100%    Total Essential Functions

**MARGINAL FUNCTIONS:**

- Sets up and updates data spreadsheets.
- Routes incoming mail.
- May be required to work during emergencies as directed.
- Performs other duties as required.

**EQUIPMENT:**

Copy machine, calculator, typewriter, personal computer, printer, telephone, file cabinet, files, data binders, ledgers, deposit slips, checks, radio, pens, and pencils.

**WORKING CONDITIONS:**

Working inside protected from the weather.

**HAZARDS:**

None

**PHYSICAL DEMANDS CATEGORY:**

**SEDENTARY.** Defined in the Dictionary of Occupational Titles as jobs requiring occasional lifting up to 10 lbs., negligible frequent lifts, negligible constant lifts, and a MET level of between 1.5 to 2.1.

**PHYSICAL JOB DEMANDS:**

	<b>Not Required</b>	<b>Infrequent</b>	<b>Occasional</b>	<b>Frequent</b>	<b>Constant</b>
		<i>Not on Daily basis</i>	<i>0-33% of shift, 1-100 repetitions</i>	<i>33-66% of shift, 100-500 repetitions</i>	<i>67-100% of shift, 500+ repetitions</i>
<b>Standing</b>			X		
<b>Walking</b>			X		
<b>Lifting</b>		10#			
<b>Carrying</b>		10#			
<b>Push/Pull</b>	negligible				
<b>Climbing</b>		X			
<b>Balancing</b>		X			
<b>Bending</b>			X		
<b>Kneeling</b>			X		
<b>Crawling</b>	X				
<b>Reaching</b>				X	
<b>Handling</b>				X	
<b>Squatting</b>			X		
<b>Sitting</b>					X

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Knowledge of general bookkeeping principles, practices, and techniques.
- Proficiency in Microsoft Word and Excel.
- General knowledge of Microsoft Windows, Outlook, and Work or similar software (i.e., Fund Balance), other specialized software.
- Knowledge of routine office procedures and machinery.
- Excellent interpersonal, organizational, and communication skills.
- Ability to use, visually observe and comprehend computer screens, reports and correspondence for data input and filing.
- Ability to comprehend general instructions.
- Ability to abide by JIPSD's Code of Conduct/Behavioral Standards.
- Ability to communicate well, both orally and in writing.
- Ability to use, write and comprehend routine reports and business correspondence.
- Ability to respond to common inquiries or complaints from the general public.
- Regular attendance is required.

- Job performance must conform to all District policies and procedures.

### **MINIMUM EDUCATION, TRAINING, AND EXPERIENCE REQUIREMENTS:**

Associate's Degree in related field; or High School Diploma or GED plus one (1) year relevant experience in accounting/bookkeeping. Must possess a valid S. C. Driver's License.

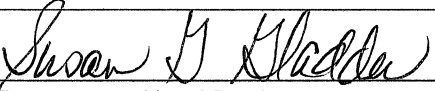
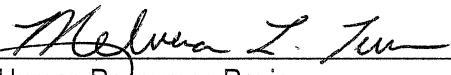

**Position incumbents must have successfully completed and possess all of the following specific certifications within eighteen (18) months of the above revised date – or within eighteen (18) months of appointment to this position title. Failure to do so will result in termination of employment:**

- NIMS 100PWb
- NIMS 700
- NIMS 800

### **NOTES:**

The listing of the essential functions in this class specification is representative, not exhaustive. It is not necessarily a detailed description of all work responsibilities, and it does not give exclusive title to every function described. The indicated percentages of time are intended to be a meaningful representation but may vary. Job performance must conform to all JIPSD policies/procedures and applicable SOGs. All associates entering into this position title on or after the revised date above will be required to possess the position requirements as specified on this document. This is not a contract of employment and should not be relied upon as such.

### **MANAGEMENT REVIEW/APPROVAL SIGNATURES:**

 Department Head Review	<u>11/1/17</u> Date
 Human Resources Review	<u>11/1/17</u> Date
 ADMINISTRATOR'S APPROVAL	<u>11/1/17</u> DATE

I certify that I have received a copy of this Position Description:

\_\_\_\_\_  
Associate's Name – Please Print Legibly

\_\_\_\_\_  
Associate's Signature

\_\_\_\_\_  
Date

*James Island Public Service District is an Equal Opportunity Employer and Provider, an At-Will Employer, and a Drug-Free Workplace. We Participate in E-Verify.*