

## CUSTOMER SERVICES CLERK I/II

### Class Definition

Under supervision, performs a variety of public assistance, order processing, cashiering, and accounting clerical activities.

### Distinguishing Characteristics

Customer Services Clerk I - This is the entry level class in the Customer Services Clerk series. Incumbents perform duties similar to a Customer Services Clerk II, but are not expected to perform with the same independence and judgment on matters related to established procedures and methods. This class is typically used as a training class in that incumbents may have only limited related work experience. Incumbents are expected to progress to the Customer Services Clerk II level with appropriate training, experience, and satisfactory job performance.

Customer Services Clerk II - This is the journey level class in the Customer Services Clerk series. Positions at this level are flexibly staffed and are normally filled by advancement from the Customer Services Clerk I level, or when filled from the outside, require prior related work experience. Appointment to the Customer Services Clerk II level requires that the employee be performing the full range of duties and meet the minimum qualifications for the class. This class is distinguished from Customer Services Clerk I in that incumbents of the II level are expected to perform assigned duties with only occasional instruction or assistance, and work is normally reviewed only upon completion. Satisfactory performance requires acceptable word processing competence and knowledge of general customer service, financial record keeping procedures, methods and techniques, and applicable department policies and procedures.

This class is distinguished from Senior Customer Services Clerk in that incumbents in the latter class perform a variety of specialized, complex and/or difficult duties which require the application of independent judgement. Typical tasks include responding to and resolving customer complaints, problems, or inquiries. Incumbents may provide functional and technical lead direction for other assigned clerical staff.

### Typical Tasks

(This list is neither inclusive nor exclusive. Consequently, this information does not reflect Essential Functions for this class.)

Responds to customer complaints and inquiries regarded billing charges and utility services using computer terminal for locating information or finding out the status of accounts.

Receives and processes applications for specific actions in person and over the telephone; gathers information from customers and completes appropriate forms necessary to establish and stop utility service accounts; adjusts records and billing as necessary to reflect changes in service.

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Processes payments by receiving, sorting and opening mail; verifies accuracy of checks and payment cards, and prepares bank deposits; locates, gathers, and compiles information regarding payments received without payment cards to identify account to be credited.

Pro-rates accounts if service was established, changed or stopped during billing period.

Presents passenger information to citizen groups, individuals, and businesses related to transit schedules, services, and routes.

Receives and responds to customer inquiries concerning routes, schedules, and general information related to transit system operations.

Assists customers with completing various forms necessary for participation in transit system programs and services.

Assists with the implementation of customer outreach programs targeted at designated citizen groups.

Verifies meter readings provided by field inspectors; detects possible meter problems by researching previous readings on microfiche or in billing registers; calculates, pro-rates and/or adjusts accounts accordingly.

Processes license and permit applications; determines appropriate fees; collects revenue for licenses and permits.

Accepts payments from customers for utility bills and service fees.

Performs a variety of general clerical duties including typing, filing and gathering information.

Operates standard office equipment such as word processor, calculator, typewriter, microfilmer, and personal computer.

Performs other related duties as assigned.

### *Knowledge, Abilities, and Skills*

*(By the end of the probationary period, incumbents must demonstrate adequate knowledge, abilities, and skills to perform assigned tasks at the journey level.)*

### Customer Services Clerk I

Knowledge of English usage, spelling, grammar, and punctuation.

Knowledge of proper public and telephone contact practices.

Knowledge of modern office practices, procedures, and equipment including filing systems.

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Knowledge of basic mathematical principles and procedures.

Ability to respond tactfully and effectively to public inquiries, complaints, and requests for service.

Ability to accurately count, record, and balance cash transactions and other monies.

Ability to learn to operate standard office equipment, including personal computers.

Ability to perform routine clerical work including maintaining appropriate records and preparing general reports.

Ability to acquire knowledge of community service programs and community based organizations.

Ability to type accurately at a speed necessary for timely completion of assigned duties and make accurate math calculations.

Ability to follow oral and written instructions.

Ability to establish and maintain effective working relationships with those contacted in the performance of assigned duties.

Ability to work various shifts as assigned.

## Customer Services Clerk II

(In addition to the requirements for Customer Services Clerk I)

Knowledge of the organization, terminology, procedures, and operating details of the City department to which assigned.

Knowledge of methods and equipment used in processing payments.

Knowledge of basic financial record keeping procedures and methods.

Ability to use a variety of personal business software applications in order to complete assigned duties in a timely manner.

Ability to prepare clear, concise, and comprehensive written materials.

Ability to explain schedules, routes, and general passenger information to instruct the public about transit system operations.

Ability to explain seating arrangements, ticket rates, and policies and procedures related to the Convention Center Box Office operations.

Ability to speak clearly and concisely.

Ability to use good judgement in the application of City policies, regulations, and procedures relative to assigned division.

*Minimum Qualifications*

Customer Services Clerk I

One year of clerical experience in customer services operations.

Customer Services Clerk II

Six months of increasingly responsible experience as a Customer Services Clerk I with the City of Fresno; or two years of increasingly responsible clerical record keeping experience in customer services operations.

*Necessary Special Requirements*

Possession of a valid California Driver's License may be required at time of appointment.

Verification of the ability to word process or type at a net speed of 40 words per minute may be required.

Bilingual abilities may be required to meet community needs, operational and recruitment needs.

APPROVED: \_\_\_\_\_  
Director

DATE: \_\_\_\_\_