



To: Vacellia Clark, Personnel Manager

From: Elizabeth Beaty, Administrative Services Manager

Date: August 12, 2014

Re: Customer Service Account Clerk Job Description

I would like to submit changes to the Customer Service Account Clerk's (CSAC) job description for consideration by the Civil Service Commission. Over the past year, the duties and responsibilities of the CSAC's have changed, due to the following:

- Parking Enforcement (PE) moved from the Police Department to the Finance Department on July 1, 2013
- Vehicles for Hiring ordinance changes in regards to how the City licenses companies and drivers changed May 20, 2013
- Shifts in the responsibilities and personnel assigned to the Administrative Services Manager, due to staff changes within the Finance Department

Due to the above listed changes, the need to restructure and assign new job duties has occurred. At one time, the suggested job updates outlined in the revised job description were performed by another department or supervisor, but are now handled by the CSAC's. It's also important to note, the level of responsibility and accountability has increased dramatically, due to the addition of having another division (PE) working within the Finance Department.



CUSTOMER SERVICE ACCOUNT CLERK

JOB DESCRIPTION

Department: Finance	Division: Parking, Permits and Licenses
Work Location: Urbana City Building	Percent Time: 100%
Job Type: Civil Service	FLSA Status: Non-Exempt
Reports To: Office-Administrative Services Manager	Union: Non-Union

JOB SUMMARY

Receives and processes parking tickets issued and payments received into a computerized system; balances cash register to revenue accounts; processes parking ticket complaints into a computerized system; maintains receivable ledger for parking space rentals; balances various monthly revenue reports; and answers questions and information requests regarding parking tickets, licenses and permits via telephone, e-mail and at the customer service window.

ESSENTIAL FUNCTIONS

- Responds to citizen questions and information requests, by phone, via email, and in-person, regarding parking tickets, licenses, permits and parking rentals; accepts and screens various applications, collects fees, and issues licenses and permits as appropriate.
- Processes issued and paid parking tickets into computerized system; reconciles parking ticket payments to cash receipts; performs data entry of ticket payments into computer system; maintains electronic files for parking tickets and manual filing system of issued and paid tickets.
- Processes various payments for taxes, fines, licenses and permits through electronic cash register; balances cash receipts to revenue accounts; prepares cash register daily reports and prepares bank deposit.
- Prepares petty cash forms; writes and signs checks from petty cash and mails refunds for overpayment of parking fines, voided tickets, and other miscellaneous items.
- Reconciles permits, fines, and various other monthly revenue reports.
- Maintains parking space rental files, processes rental payments.
- Prepares and distributes various parking permits for residential, contract and rental accounts.

City of Urbana

Customer Service Account Clerk

- Maintains leased vehicle file and vehicle registration database; enters data into computerized parking ticket program to reflect correct driver information as provided by leasing agency and Department of Motor Vehicle.
- Receives parking ticket complaints/disputes in writing, on line, by phone and in-person; ~~prepares~~ reviews all first level complaints received; responds to individual complaints by examining Local Traffic Code and Parking Ticket Policies and Procedures; determines appropriate responses for routing and in order to -communicates disposition in writing to complainant; resolves or refers complaints, as appropriate.
- As a backup for the Administrative Assistant, prepares and mails parking ticket notices using folding and inserting equipment and bulk mail procedures.
- In the absence or at the request of the Administrative Services Manager, requests registered owner and vehicle information from the Urbana Police Department for Parking Enforcement activities, such as, vehicle impounds/immobilizations, nuisance vehicle reporting and registration information; sends out certified letters to property and/or registered owners for nuisance vehicle reporting; access to information is confidential and sensitive in nature and is not shared with the public or personnel outside of the Finance Department.
- Maintains information and databases on various personal computer software and mainframe programs. Uses internet technology to obtain information from various websites.
- Responsible for licensing all Vehicles for Hire businesses and drivers; information and documentation collected is multipart and layered with a wide-range of reporting and documenting; must pay close attention to due dates and expiration dates and the timing of information needed; must have a thorough understanding of the Vehicles for Hire Code of Ordinance; responsible for following up on non-compliant business owners and drivers and for calculating and assessing late fees.
- Assists the Public Works Dept. - Meter Maintenance Division with the monthly collection and audit of parking meters.
- Through time, acquire a working knowledge of city ordinances regarding parking tickets, licensing and various fine schedules
- Performs other related duties as assigned.

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

JOB REQUIREMENTS

Education & Experience

Knowledge and abilities typically acquired through graduation from high school including office procedures, personal computer skills, business math and one (1) year of work experience involving office procedures, work with the public, and/or bookkeeping.

Knowledge of

- Business English, spelling and punctuation to enable composition of brief business letters.
- Office processes and procedures.
- ~~Personal computers, Microsoft Windows, Word, Excel, Access, Outlook and keyboard skills with the ability to type forty (40) words per minute.~~

Comment [EB1]: Moved to other sections (Abilities and Computer systems /software)

City of Urbana
Customer Service Account Clerk

Ability to

- Operate a calculator, cash register, credit card processor, fax machine, copy machine and various other office equipment.
- Work with the general public, at the customer service window and via telephone, to resolve complaints, receive payments, and provide information sometimes in difficult situations; ability to maintain professional attitude during confrontational situations with the public.
- Type forty (40) words per minute.
- Maintain composure and professionalism in difficult situations.
- Responsibly handle sensitive and confidential information and situations.

Skills

Interpersonal skills – Ability to remain calm and professional under pressure and communicate verbally in a clear, concise and efficient manner. Ability to accept change by demonstrating a positive attitude when changes occurs. Ability to communicate effectively with a wide variety of people with different socioeconomic status, educational levels, interests and emotional condition during the communicating and service needs that include occasional confrontational conditions and tensions in citizens. Ability to maintain a professional attitude and approach to communications under occasional periods of verbal abuse from customers. Ability to maintain excellent attendance and flexibility in scheduling. Ability to meet office objectives, daily talk times.

Presentation/communication skills – Working knowledge of business office practices, of English grammar, spelling, punctuation and composition and of arithmetic. Ability to understand and effectively apply complex oral and written instructions and procedures.

Regulatory knowledge - Knowledge after training, of department functions, responsibilities, and organizational structure. Ability to understand and comprehend the meaning of legal language of a variety of statutes and the administrative language of rules, regulations, and procedures, and to commit to recallable memory the primary factors of each that are pertinent to customers for obtaining permits and licenses, and the ability to answer questions around laws and ordinances.

Organizational skills - Ability to work effectively in an open office environment with frequent interruptions and distractions, a moderate noise level, fluctuating workloads at a consistently high level, requiring special processing of some cases, priority changes and schedule adjustments.

Computer systems /software – Skill in operating a personal computer accurately using database, word processing and spreadsheet software. Ability to learn procedures for and to effectively operate specialized equipment and programs. Ability to acquire knowledge of operation of a telephone and department programs and policies in a timely manner.

Quality of Work: Maintains high standards of accuracy and attention to detail in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interacts with all City departments and divisions, co-workers and the general public.

City of Urbana
Customer Service Account Clerk

Licenses, Certifications and Memberships Required

- Must possess a valid State of Illinois driver's license or be able to obtain one within 15 days of employment.

The physical demands described herein 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.

RESPONSIBLE FOR:

- Completing accurate transactions at the cash register and for reasonable safeguarding of fees, receipts, and monies collected.
- Accurately maintaining computer files and office filing system.
- Resolving or referring complaints involving parking tickets, fees and licenses, as appropriate.
- No supervisory responsibility.

CONTACTS: INTERNAL/EXTERNAL

- Daily contact with personnel from other City departments.
- Daily contact with general public to answer questions, process parking ticket payments and complaints, issue licenses and/or permits and collect fees.
- Daily contact with Parking Enforcement Officers in order to answer questions, requests for information and to relay information from citizens.
- Contact when necessary with the City of Champaign in order to provide updates on Vehicles for Hire Businesses.

Supplemental Information

Working Environment: Work typically occurs in a standard office setting. The monthly meter audit is performed during all types of weather and requires appropriate dress for outside temperatures and weather conditions.

Physical Requirements: Must be physically able to operate a variety of machinery and equipment including office machines such as computers, typewriters, calculators, copiers, cellular telephones, two-way radios, etc. May be required to work beyond normal working hours to accommodate customers during times of crisis, including natural or man-made disasters.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; visually inspect work in progress.

Hearing: Hear in the normal audio range with or without correction. Must be able to use a two-way radio.

The work environment characteristics described herein 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.

SPECIAL EFFORT REQUIRED:

- ~~Must maintain composure and professionalism in difficult situations.~~

Comment [EB2]: Moved to Interpersonal Skills section.

City of Urbana
Customer Service Account Clerk

- ~~Attention to detail.~~
- ~~Must be bondable.~~
- ~~Must be able to handle any information of a confidential or sensitive nature appropriately.~~

Comment [EB3]: Moved to Quality of Work section.

Comment [EB4]: City insurance policy covers this type of position.

Comment [EB5]: Moved to "Abilities" section.

The duties listed above 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.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Prepared By: Elizabeth Beaty and Elizabeth Borman August 23, 2010 August 12, 2014
Signature Date

Approved By: _____
Department Head Date

Approved By: _____
Personnel Manager Date

Approved By: _____
Human Relations Officer Date

This job description was last approved by the Urbana Civil Service Commission on 8/23/2010.

Class Specification History

General revision: 8/23/2010

For HR/Finance Use

Title Code 019	Pay Grade 26 30
EEO Category 6- Administrative Support	