

POSITION DESCRIPTION  
CUSTOMER SERVICES REPRESENTATIVE

DATE: 10/1/96

REVISED DATE: 10/01/2011

POSITION GRADE: S-17

FAIR LABOR STANDARDS: NON-EXEMPT

REPORTS TO: MANAGER OF HOUSING

POSITION SUMMARY: Responsible to the Manager of Housing, this is a responsible cash handling and general clerical position.

Work involves the rapid and accurate completion of transactions necessary to receiving money from residents in payment of rent, excess utility bills, security deposits, and other charges to residents and depositing payments received in a timely manner. Work also involves promptly and courteously answering the telephone and transferring calls in a timely manner. This employee must be extremely accurate in calculating and returning change to customers and in keeping proper records and receipts. Accuracy of work is verified by the comparison of cash receipt stubs and computer print-outs. The work also involves taking accurate messages and transmitting them over the computer or on a message form. Work is performed according to established and well defined procedures.

MAJOR DUTIES AND RESPONSIBILITIES INCLUDE:

1. Receives money from residents for payment of rent, security deposits, and other charges to tenants; calculates change and issues receipts.
2. Balances daily cash and receipts.
3. Checks drop box daily and processes payment by comparing money with bills as to amount, verifies negotiability of checks; and records receipt.
4. Courteously handles customer complaints and questions concerning billing problems, rental computations, maintenance charges, and general questions concerning the Housing Authority's operations and procedures.
5. Answers the telephone for the Administrative office of the Housing Authority.
6. Directs customers to appropriate staff.
7. Issues and receives applications for housing assistance and reviews the application submissions for completeness.
8. Assists in filing for both Public Housing and Section 8 which includes microfilming when time permits.
9. Performs related work as required.

### REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

1. Some knowledge of the methods of handling, receipting, and maintaining records of money received.
2. Some knowledge of modern office methods and procedures, and of equipment used in processing money.
3. Skill in the use of calculator and other office equipment
4. Ability to make rapid and accurate arithmetical calculations.
5. Ability to learn to use CRT and personal computers.
6. Ability to understand and effectively carry out oral and written instructions.
7. Ability to successfully meet the public, to create a favorable impression, and to establish and maintain effective working relationship with other employees
8. Ability to learn the various departments of the Housing Authority, their employees, and their jobs.
9. Ability to take telephone messages and send them to required staff person.
10. Ability to rapidly handle incoming calls.
11. Ability to speak clearly and distinctly.
12. Ability to deal with the public effectively.

### 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.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands or finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

### WORK ENVIRONMENT:

The work 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 noise level in the work environment is usually quiet.

## EDUCATION AND EXPERIENCE

1. Graduation from high school or GED equivalent.
2. Some experience in clerical/accounting and preferably some experience meeting the public.
3. Some experience in the operation of telephone equipment.
4. Any equivalent combination of related education and experience.
5. Must be bondable.