



HUMAN RESOURCES DEPARTMENT

POSITION DESCRIPTION

TITLE: Customer Service Representative **LAST UPDATED:** 11/14/2016
DEPARTMENT: Public Works **JOB CLASS:**
REPORTS TO: Environmental Services Manager **FLSA DESIGNATION:** Non-Exempt

Summary: Under general supervision of the Environmental Services Manager, provides telephone and direct customer service information related to solid waste collection, recycling and other division duties. Maintains and updates databases, prepares department, division, or section reports, spreadsheets, and updates records and files.

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by incumbent(s) in this position. Incumbent(s) may not be required to perform all duties in this description and incumbent(s) may be required to perform position-related tasks other than those specifically listed in this description.

Essential Job Functions:

- Answers, responds to, screens, tracks, routine service and information calls related to Environmental Services Division.
- Directs telephone calls to appropriate person, staff member, company or department.
- Provides customer service follow-up on issues previously registered with Environmental Services Division.
- Prepares and maintains Outlook calendars for division personnel including meetings, appointments and events.
- Provides general clerical assistance to division staff.
- Assists the public in obtaining information about division programs.
- Opens, date stamps and distributes mail to appropriate personnel or department.
- Maintains and updates databases, spreadsheets, records and files.
- Orders and maintains office supplies.

Other Important Duties:

- Maintains a safe, clean office environment.
- May be required to travel to run errands, pick up and deliver reports, mail, and supplies.
- May be required to work some evenings and weekends.
- Attends and assists with all Chunk Your Junk and large city events including 4th of July and Merry Main Street.
- Performs other related duties as assigned.

Required Knowledge and Skills:

- Knowledge of computers and related equipment, hardware and software for area of assignment.
- Knowledge of customer service and public relations techniques.
- Knowledge of City policies and procedures.
- Skill in effective oral and written communications.
- Skill in entering, maintaining, updating and retrieving database information.
- Skill in resolving customer complaints and concerns.

Preferred Education, Experience, and Certifications:

- High School Diploma or G.E.D., and two (2) years customer service or cashiering experience; or equivalent combination of education and experience.
- Must pass a pre-employment drug screening and/or physical exam.
- Must possess valid State of Texas Driver's License.

Environmental Factors and Conditions/Physical Requirements:

- Work is performed in an office setting.

Physical Demands

This work typically requires the following physical activities to be performed. A complete description of the activities below is available upon request from Human Resources.

(X = Required to perform essential job functions)

Physical Activities		Physical Activities	
Balancing – maintain equilibrium to prevent falling while walking, standing, or crouching.	X	Pushing – use upper extremities to press against objects with force, or thrust forward, downward, outward.	
Climbing – ascending, descending ladders, stairs, ramps, requires body agility.		Reaching – extending hands or arms in any direction.	
Crawling – moving about on hands, knees, or hands, feet.		Repetitive Motion – substantial movements of wrists, hands, fingers.	X
Crouching – bending body forward by bending leg, spine.		Speaking – expressing ideas with spoken word, convey detailed, important instructions accurately, concisely.	X
Feeling – perceiving attributes of objects by touch with skin, fingertips.		Standing – for sustained periods of time.	
Fingering – picking, pinching, typing, working with fingers rather than hand.	X	Stooping – bending body downward, forward at waist, with full motion of lower extremities and back.	X
Grasping – applying pressure to object with fingers, palm.		Talking 1- expressing ideas by spoken word	X
Handling – picking, holding, or working with whole hand.		Talking 2 – shouting to be heard above ambient noise.	
Hearing 1 – perceiving sounds at normal speaking levels, receive information.	X	Visual Acuity 1 - prepare, analyze data, transcribing, computer terminal, extensive reading.	X
Hearing 2 – receive detailed information, make discrimination in sound.		Visual Acuity 2 - color, depth perception, field of vision.	
Kneeling – bending legs at knee to come to rest at knees.		Visual Acuity 3 - determine accuracy, neatness, observe facilities/structures.	
Lifting – raising objects from lower to higher position, moving objects side to side, using upper extremities, back.		Visual Acuity 4 - operate motor vehicles/heavy equipment.	
Mental Acuity – ability to make rational decisions through sound logic, deductive reasoning.	X	Visual Acuity 5 -close acuity for inspection of small defects, machines, use measurement devices, or fabricate parts.	
Pulling - use upper extremities to exert force, haul or tug.		Walking - on foot to accomplish tasks, long distances, or site to site.	

Work Environment

Work performed is primarily:

(X = Primary type of work performed)

<i>Sedentary work:</i> Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body.	
<i>Light work:</i> Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects.	X
<i>Medium work:</i> Exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.	
<i>Heavy work:</i> Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.	
<i>Very heavy work:</i> Exerting in excess of 100 pounds of force occasionally and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects.	

Equipment and Tools Utilized:

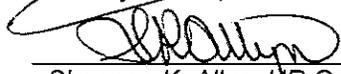
- Equipment utilized includes personal computer, copier, calculator, fax machine and other standard office equipment and department vehicles.

Approved By:



Jeremy Starritt, Environmental Services Manager

11/19/16
Date



Shannon K. Allyn, HR Generalist

11/14/2016
Date