

NEW CASTLE COUNTY GOVERNMENT

Number 0207

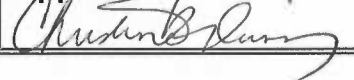
CLASS SPECIFICATION

Page 1 of 2

Date 03/06/14

Title: TREASURY CUSTOMER SERVICE REPRESENTATIVE

Approved:



GENERAL STATEMENT OF DUTIES: Performs customer service, information and payment processing activities in the New Castle County Treasury; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class performs customer service work in the New Castle County Treasury. The employee provides information, assistance, and direction to the public by telephone and in person, and via regular mail and electronic means. This employee is responsible for complete follow through with the person requesting information to ensure customer satisfaction. The work is performed in most instances under general supervision, but employees in this class may make independent decisions in some cases and are required to exercise discretion. Supervisors are available for consultation on unusual problems and to give detailed instructions on all new assignments.

EXAMPLES OF WORK: (Illustrative only)

- Answers the New Castle County billing information line and assists walk-in customers with their questions and concerns relating to tax, sewer and other billings;
- Investigates, analyzes, reports, and responds to such questions according to established policies and procedures;
- Provides information and direct assistance as necessary;
- Researches and responds to letters, faxes and emails;
- Operates a cashiering station, balances out daily;
- Checks various documents for accuracy, receives payments, and keeps and balances a cash sheet of money received;
- Calculates delinquency and penalty charges on taxes, sewers and similar payment items;
- Certifies that taxes or sewer service charges have been paid and completes a certification form;
- Disseminates information and complaints to the relevant Treasury unit or government entity;
- Records and investigates issues and ensures a prompt and accurate response;
- Researches addresses on returned mail and updates addresses as necessary;
- Performs routine office work as necessary;

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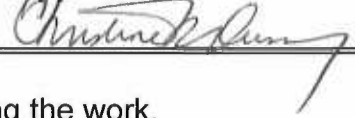
Page 2 of 2

Date 03/06/14

CLASS SPECIFICATION

Title: TREASURY CUSTOMER SERVICE REPRESENTATIVE

Approved:



- Keeps records, maintains files, and prepares reports concerning the work.
- Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service;
- Operates a personal computer and other related equipment in the course of the work.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES: Good knowledge of modern account keeping methods; good knowledge of customer service activities in a billing environment; some knowledge of accounting practices; good knowledge of office machines and equipment; ability to deal with individuals in a knowledgeable, helpful, and pleasant manner; ability to establish and develop effective working relationships with coworkers, government officials, agencies, organizations, and the public; ability to promote an ongoing attitude of dedication to excellent customer service; ability to operate a personal computer and related equipment; good knowledge of business mathematics and English; ability to follow oral and written directions and to prepare fiscal reports; ability to communicate courteously and effectively, both verbally and in writing.

MINIMUM QUALIFICATIONS: At least three (3) years of experience as an account clerk in a customer service environment, at least one (1) year of which shall have involved the performance of moderately difficult clerical tasks in customer service, and possession of a high school diploma or GED; or an equivalent combination of experience, education or training directly related to the required knowledge, skills and abilities.

ADDITIONAL REQUIREMENTS: Must pass a Class III County physical examination and a background check.

HISTORY OF REVISIONS:
Established: 03/06/14