



## City of Kansas City, Missouri Job Class Specification

<b>Job Title:</b>	CUSTOMER SERVICE REPRESENTATIVE	<b>Department:</b>	MULTI
<b>Job Code:</b>	1007	<b>Status:</b>	NONEXEMPT
		<b>Grade:</b>	L-3

### Summary

This is responsible municipal customer service staff work involving a significant amount of interaction with the public.

Work involves greeting and directing the public and internal staff to appropriate resources within a department or throughout the city organization, responding to information requests and resolving routine complaints. Work also involves service delivery to external and internal customers and requires broad knowledge of department's services. Work may also be governed by strict security.

Employees assigned to this classification work with independence and judgment, in accordance with city and departmental policies and regulations. Work is evaluated through review of duties performed according to established performance standards and measures, results obtained and conferences with superiors.

### Duties and Responsibilities

- Performs difficult personal and telephone interview work, processing and resolving customer complaints.
- Communicates municipal ordinances and any applicable laws and/or regulations affecting delivery of services provided by the department.
- Works as an individual or member of a service delivery team.
- Initiates investigations and follows through to complaint resolution.
- Updates records and inputs information regarding requests for services and complaints on a personal computer.
- Composes and prepares written communication to the public.
- Examines accounts and related records to verify accuracy of invoices to determine if adjustment of consumer's account is warranted.
- Assists customers with monetary transactions, including taxpayer accounts, licenses, and bonds, fees for permits, payment for services and court fines; refunds overpaid accounts.
- Assists in collecting data for distribution to customers and/or for use in service delivery reporting and analysis.
- Retains, recalls and relays information accurately.
- Performs related duties as required.

**Technical Skills**

Considerable knowledge of:  
Modern office principles, practices, and equipment.  
Investigation techniques, methods, and procedures.  
Municipal ordinances and regulations.  
Professional telephone etiquette and techniques.  
Business English, reading comprehension, grammar and spelling, and basic math.

**Ability to:**

Establish and maintain positive and effective working relationships with the general public, city officials and staff.  
Dedicate oneself to providing highest quality services to meet the needs and requirements of internal and external customers.  
Handle angry, hostile, and difficult customers  
confront and resolve conflict  
Respect diversity of individuals, listen to their concerns and be open to new ideas and constructive criticism.  
Exercise independent judgment, be flexible and adaptable.  
Organize work activities and develop efficient work processes.  
Orchestrate multiple activities to accomplish a goal.  
Use resources effectively and efficiently.  
Cope with a changing work environment.  
Prepare clear and concise letters, memos and routine reports.  
Make computations and calculations involving applications of accounting principles  
Project a professional appearance.

**Skill in:**

Organizing, compiling and recording information accurately.  
Operating a personal computer, including multiple databases and office suite packages.

**Education and Experience**

High school graduation or GED and one (1) year of public or private sector experience in customer service work;

OR

An equivalent combination of education and experience.

**Certificates/  
Licenses/Special  
Requirements**

- Must pass a background check as prescribed by the City.
- May be required to complete additional customer service training as established by the hiring Department.

**Supervisory  
Responsibility**

None.

**Supervision  
Received**

Work is performed under general supervision with some latitude for independent judgment.

Note: This job description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as may be required. Reasonable accommodation will be provided to qualified individuals with disabilities. The City of Kansas City has the right to revise this job description at any time. The job description is not to be construed as a contract for employment.

**Created**

10/95

**Revised**

1/99, 9/06, 10/07, 05/21,8/2022