



## **CUSTOMER SERVICE**

The City of Lyons is now accepting applications for a full time Customer Service Representative. This is an administrative position. Responsibilities include but not limited to using a specialized software, phone and in-person customer service and other financial transactions.

All interested applicants should complete a job application online. Position open until filled. A complete job description and application can be obtained at [www.lyonsga.org](http://www.lyonsga.org).

The City of Lyons is an equal opportunity employer.

**NECESSARY KNOWLEDGE, SKILLS AND ABILITIES:** Thorough knowledge of modern office practices and methods of receiving, depositing, and disbursing large amounts of money upon proper authorization.

**PHYSICAL DEMANDS:** Light to medium demands

**WORK ENVIRONMENT:** Primarily indoor office environments

**Job Type:** Full-time

# City of Lyons, Georgia

## JOB DESCRIPTION

### Customer Service

#### GENERAL PURPOSE OF POSITION:

Provides clerical support and interacts with City hall guests

#### MAJOR DUTIES AND RESPONSIBILITIES:

##### Provides customer service

- Greets visitors to office
- Communicates with walk-in guests and answers the telephone; providing information as required
- Directs customers or transfers calls to correct person
- Receives payments and issue receipts
- Responds to customer concerns in a professional manner

##### Maintaining department files and records

- Receives, sorts, and distributes mail and drop box payments
- Records data in appropriate computer software system regarding received water bill payments, water deposits tax payments, property taxes, occupational tax licenses, police fines, permits, or any other city business
- Preps incoming invoices for accounts payable
- Processes, follow up, and close out work orders
- Provides copies of reports as requested
- Monitors and maintain office supply inventory
- Handles filing, mailing, copying, faxing, scanning, and other general office functions

##### Performs other duties as directed

#### JOB CONTEXT:

Customer Service is a full-time, permanent position in the Administration department. The immediate supervisor to this position is the City Clerk. The person in this position is supervised more than once daily. The person in the position works regular hours. 95% of the work for this position is indoors; 5% is outdoors and requires work done in all types of weather conditions. Customer Service is accountable for the monetary, fiscal, safety, and legal issues for which this position is responsible. There is an occasional exposure to chemical and/or hazardous materials such as printer ink and toner. The stress level associated with this position is moderately low with low physical demands.

#### LICENSES AND CERTIFICATIONS:

The person in this position must have a valid driver's license.

## **EDUCATION AND EXPERIENCE:**

The person in this position must have a high school diploma or equivalent. At least 1-2 years of experience in office administration practices, customer service, or a related field is strongly recommended.

## **KNOWLEDGE, SKILLS, AND ABILITIES:**

### **Knowledge**

- Modern office equipment
- General bookkeeping principles
- Methods of receiving, depositing, and disbursing large amounts of money upon proper authorization
- Municipal laws, policies, codes and regulations

### **Skills and Abilities**

- Communicate effectively, both verbally and written
- Record, compile, summarize and analyze data
- Comply with all state and federal rules and procedures
- Establish and maintain effective working relationships
- Maintain confidentiality
- Prepare and maintain accurate records
- Organizational skills
- Attention to detail
- Problem-solving skills
- Work as a team member with other employees
- Utilize various computer applications
- Proofread reports accurately
- Use various pieces of office equipment
- Handle multiple tasks simultaneously
- Maintain professional composure