



Date Adopted: March 5, 2013

Date Revised: May 15, 2018

Title: Customer Service Assistant I/II

FLSA: Non-Exempt; Part-Time/Temporary

General Purpose:

To perform a wide variety of customer service, cashier, and clerical duties related to the function, facility, and department assigned. The location and hours of this part-time position are flexible and vary based on the needs of the assigned department.

Distinguishing Characteristics:

Customer Service Assistant I - This is the entry-level class in the Customer Service Assistant series. Positions in this class typically have basic work-related experience and work under immediate supervision. The Customer Service Assistant I class is distinguished from the II level by the performance of less than the full range of duties assigned to the II level. Incumbents work under immediate supervision while learning job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned.

Customer Service Assistant II - This is the second level class in the Customer Service Assistant series and is distinguished from level I by the ability to perform the full range of duties assigned with only occasional instruction or assistance as unusual or unique situations arise. Positions in this class are flexibly staffed and are normally filled by advancement from level I as recommended by the assigned department.

Supervision Received and Exercised:

Customer Service Assistant I

Receives immediate supervision from assigned supervisor and functional and/or technical supervision from higher-level clerical and/or technical personnel. May exercise lead functional supervision over Cashier classification.

Customer Service Assistant II

Receives general supervision from assigned supervisor and/or functional and technical supervision from higher-level clerical and/or technical personnel. May exercise lead functional supervision over level I

classification.

Essential Duties and Responsibilities:

The following duties are normal for this classification. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

Perform general clerical duties related to assigned functional area, facility, and department.

Type, proofread, and process a variety of documents including general correspondence, customer-related correspondence, and memos, from rough draft or verbal instruction.

Assist customers at the front counter; act as a receptionist; answer the telephone and wait on the general public.

Provide information on department and programs areas and policies and procedures; refer inquiries as appropriate.

Receive facility rental applications for public facilities and registration forms for City programs; including checking availability.

Process transactions and collect fees charged from the public for registrations, facility rentals, and other program areas.

Balance cash register and prepare reconciliation form.

Perform a wide variety of routine clerical work including filing, tallying, checking and recording information on records.

Sort and file documents and records, maintaining alphabetical, index, and cross-reference files.

Operate standard office equipment including computer, printer, copier, and facsimile machine.

Receive, sort and distribute incoming and outgoing mail; send facsimile requests.

Build and maintain positive working relationships with co-workers, other City employees, and the public using principles of good customer service.

Perform related duties as assigned.

Minimum Qualifications:

Customer Service Assistant I

Knowledge of:

- English usage, spelling, grammar, and punctuation.

- Word processing software.
- Personal computer and ten-key adding machine.
- Office methods and equipment including filing systems.
- Cash handling and cashiering procedures.

Ability to:

- Learn the organization, procedures and operating details of the City department to which assigned.
- Learn department processes and procedures, rules, and regulations related to area of assignment.
- Perform routine clerical work including maintenance of appropriate records
- Verify and check files and data.
- Understand and carry out both oral and written directions
- Perform simple mathematical calculations.
- Communicate in an effective manner.
- Exercise courtesy and tact in meeting or talking with the public.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Operate a variety of work-related office equipment.
- Must be available to work nights, weekends and holidays.
- Type accurately at a speed of 30 words per minute.

Training and Experience:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to the completion of the twelfth grade.

Experience: Some clerical experience is desirable.

Customer Service Assistant II

In addition to the requirements for Customer Service Assistant I:

Knowledge of:

- Organization, procedures and operating details of the City department to which assigned.
- Advanced use of word processing software.
- Laws, rules and regulations related to area of assignment.
- Techniques in managing difficult or stressful situations.

Ability to:

- Independently perform duties in assigned area.
- Type accurately at a speed of 35 words per minute.
- Use word processing and spreadsheet software.

Training and Experience:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to the completion of the twelfth grade.
Experience: One year of experience performing duties similar to a Customer Service Assistant I for the City of Dublin.

Physical Standards:

The physical standards described are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

An employee is regularly required to: sit at desk for long periods of time; talk or hear, in person, at the public counter and by telephone; use hands and fingers to handle, feel or operate standard office equipment; and reach with hands and arms. Intermittently, twist to reach equipment surrounding desk; walk to observe department activities; bend and squat to perform file searches; perform simple grasping and fine manipulation; use telephone and write or use a keyboard to communicate through written means. While performing duties, the employee is regularly required to use written and oral communication skills; explain policies and procedures to vendors, employees and the general public.

Licenses; Certificates; Special Requirements:

Valid typing certificate.

Must be available to work nights, weekends and holidays.

Any offer of employment to an adult who will have direct contact with minors is conditional upon submission of completed fingerprint screening and a satisfactory background check.

Certification in Standard First Aid and CPR is desirable.

Possession of a valid California Class C drivers' license and Certificate of Automobile Insurance for Personal Liability.

This classification is designated as a Mandatory Reporter; Completion of Mandatory Reporter training is required within one month of employment.