



# City of Sanger

## Job Description

Title: Customer Service Representative (Part Time)  
Department: Data Processing  
Reports to: City Secretary/Assistant City Manager

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**Definition:** Responsible for accepting and processing monies for services and products provided to the citizens by the City of Sanger; responsible for collecting on active/inactive utility accounts; assists Accounts Payable on an as-needed basis with filing and miscellaneous office work

**Essential Job Functions:**

- Ø Receives monies for utilities, ambulance fees, building permits, garbage bags, etc.; Issues payment receipts to customers; Records payment transactions into Customer Information System
- Ø Performs routine office duties such as answering the telephone, opening and sorting mail, assisting customers at counter, and directing people to the appropriate offices/persons
- Ø Receives, records and processes requests for utility connects, disconnects, and transfers for commercial and residential accounts
- Ø Calls in reconnects for customers and logs in Customer Information System
- Ø Receives business phone calls and transfers them to the proper department or individual within the city; Refers questions or concerns to appropriate division or department
- Ø Processes utility payments received; operates a 10-key adding machine to run tapes
- Ø Performs other clerical duties such as typing, copying, and receiving and signing for deliveries
- Ø Ability to get along with customers and co-workers.
- Ø Ability to communicate effectively both verbally and in writing.
- Ø Ability to multi-task is essential.
- Ø Regular and punctual attendance.

**Additional Duties:**

- Ø Performs other duties as assigned.

**Physical Requirements:**

*Overall Strength Demands:* The following describes the overall strength demand of the functions performed by incumbent during a typical workday.

\_\_\_ Sedentary      x   Light    \_\_\_ Medium    \_\_\_ Heavy    \_\_\_ Very Heavy

Physical Demand Codes: The following describes if the incumbent is expected to exert the following physical demands during a typical workday and the overall frequency.

Codes for “how often”.

Y = Yes

N = No

A= almost never (<10%)

E = extensive (100-70%)

M = moderate (60-30%)

I=infrequent

(20-10%)

| Task        | Code | Task               | Code | Task              | Code |
|-------------|------|--------------------|------|-------------------|------|
| 1. Standing | M    | 6. Pushing/Pulling | I    | 11.Crawling       | Y    |
| 2. Sitting  | M    | 7. Overhead Work   | I    | 12. Bending       | Y    |
| 3. Walking  | M    | 8. Fine Dexterity  | I    | 13. Twisting      | Y    |
| 4. Lifting  | M    | 9. Kneeling        | I    | 14. Climbing      | Y    |
| 5. Carrying | I    | 10.Crouching       | I    | 15. Balancing     | N    |
|             |      |                    |      | 16. Vision        | Y    |
|             |      |                    |      | 17. Hearing       | Y    |
|             |      |                    |      | 18. Talking       | Y    |
|             |      |                    |      | 19. Cash Register | Y    |
|             |      |                    |      | 20. Other         | N    |

**Minimum Qualifications:**

High School Diploma or GED equivalent

**Conditions of Employment:**

Ø Must have a valid Class “C” Driver’s License prior to employment

Ø Must pass a drug test, and criminal history background check

**Preferences:**

Ø Bilingual in Spanish and English.

Ø Proficient Computer Skills