

CITY OF BURBANK

CUSTOMER SERVICE REPRESENTATIVE I

DEFINITION

Under supervision, to perform a variety of customer service duties and office work; and to do related work as required.

ESSENTIAL FUNCTIONS

Checks and tabulates statistical data; assembles data and prepares reports using discretion to recognize and correct discrepancies; operates a computer terminal to enter, modify, or retrieve data; operates calculator, word processor, and other office equipment; receives, opens, time stamps, sorts, routes and delivers mail; prepares utility bills and notices for delivery; performs routine clerical duties such as typing, proofreading, filing, operating office equipment, assisting the public, checking and recording information on records; types forms, letters, memoranda, statistical reports and other material from oral direction, rough draft, copy, notes, dictating equipment or other sources; reviews work for typographical and formatting errors; sorts and files documents and records by appropriate category; greets the public in-person and over the telephone, responding to routine procedural and directional inquiries and/or referring to proper source of information; promotes City programs and services; operates mail room equipment; maintains record of postage; operates a motor vehicle.

MINIMUM QUALIFICATIONS

Employment Standards:

- Knowledge of - basic principles of customer service; modern office methods, procedures, and equipment; general clerical procedures; English usage, spelling, grammar, and punctuation; basic arithmetic; alphabetizing, indexing and filing methods.
- Ability to - organize and maintain record keeping systems; understand and interpret written material; operate a variety of office equipment, including word processor and computer terminal; perform assigned messenger and office tasks quickly and accurately; understand and follow oral and written directions; establish and maintain effective working relationships with supervisors, fellow employees and the public.

Education /Training: High school graduation or equivalent and one year of recent experience in customer contact work. Type accurately from clear copy at a speed of 25 net words per minute

License & Certificates: A valid California Class "C" driver's license or equivalent at time of appointment.

SUPPLEMENTAL INFORMATION

None.