

CODE:
FLSA:
GRADE:

**CITY OF BENNETTSVILLE, SC
JOB DESCRIPTION- JUNE 2024**

**JOB TITLE: CUSTOMER SERVICE REPRESENTATIVE
ADMINISTRATION**

GENERAL STATEMENT OF JOB

The Customer Service Representative serves as the primary liaison between the citizens of Bennettsville and the city government. This position is responsible for addressing and resolving complaints, concerns, and issues raised by residents, ensuring transparent communication, and fostering a collaborative relationship between the city and its community members. The Customer Service Representative works independently to investigate complaints, mediate disputes, and recommend solutions to improve city services and policies. Reports to the City Administrator.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Receive, review, and investigate complaints and concerns from citizens regarding city services, policies, and employees.

Work with relevant city departments to resolve issues in a timely and effective manner.

Maintain confidentiality and impartiality in all dealings.

Serve as a point of contact for citizens seeking information or assistance with city services.

Facilitate communication between citizens and city officials to ensure concerns are addressed.

Provide feedback to city departments based on citizen input to improve service delivery.

Mediate disputes between citizens and city departments, striving for mutually satisfactory resolutions.

Facilitate conflict resolution sessions when needed.

Prepare and present regular reports to the City Manager and City Council on the nature and status of complaints and resolutions.

Recommend changes to city policies, procedures, and services based on complaint trends and citizen feedback.

Conduct public outreach to inform citizens about the role of the Customer Service Representative and how to access services.

Maintain accurate and up-to-date records of complaints, investigations, and resolutions.

Ensure data is collected and analyzed to identify patterns and areas for improvement.

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ADDITIONAL JOB FUNCTIONS

Provides back-up or assistance in the absence of other administrative personnel at city hall if necessary.

Works with the Assistant to the City Administrator on miscellaneous tasks associated with customer service.

The position involves working in an office environment with frequent interactions with the public. Occasional evening or weekend work may be required to attend community meetings or events.

Performs other related duties as required.

ESSENTIAL SAFETY FUNCTIONS

It is the responsibility of each employee to comply with established policies, procedures and safe work practices. Each employee must follow safety training and instructions provided by their supervisor. Each employee must also properly wear and maintain all personal protective equipment required for their job. Finally, each employee must immediately report any unsafe work practices or unsafe conditions as well as any on-the-job injury or illnesses.

Every manager/supervisor is responsible for enforcing all safety rules and regulations. In addition, they are responsible for ensuring that a safe work environment is maintained, safe work practices are followed, and employees are properly trained.

MINIMUM TRAINING AND EXPERIENCE

Recommends a bachelor's degree in public administration, Social Work, Law, or a related field supplemented by a minimum of 3-5 years of experience in conflict resolution, mediation, public administration, or a related field.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of automated office machines and equipment. Must be able to exert up to five pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry or otherwise move objects. Sedentary work involves sitting most of the time but may involve walking or standing for periods of time. Must be able to lift/carry weights of up to 20 pounds.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

Interpersonal Communication: Requires the ability of speaking and/or signaling people to convey or exchange information, includes the receiving of information and instruction from supervisor.

Language Ability: Requires the ability to read a variety of documents and reports. Requires the ability to prepare/record required records and reports using the proper format punctuation, spelling,

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and grammar, using all parts of speech.

Intelligence: Requires the ability to apply principles of logical thinking to define problems, collect data, establish facts and draw valid conclusions; to deal with several abstract and concrete variables. Requires the ability to apply influence systems in providing staff leadership; to learn and understand relatively complex principles and techniques; to make independent judgments in absence of supervision; to acquire knowledge of topics related to primary occupation. Must have the ability to comprehend and interpret received information.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow and give verbal and written instructions; to counsel and teach employees. Must be able to communicate effectively and efficiently with co-workers and the general public.

Numeric Aptitude: Requires the ability to use arithmetic such as multiplication, multipliers, products, divisions, dividends, divisors, quotients, etc.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width, and shape.

Motor Coordination: Requires the ability to make precise movements with fingers, hands and arms, e.g., typing, keying, data entering, etc.

Manual Dexterity: Requires the ability to handle a variety of items, office equipment, control knobs, switches, etc. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination and Visual Acuity: Requires the ability to perceive colors, textures, sounds, odors, tastes, forms, e.g., keyboarding, typing, transcribing, etc.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress when confronted with persons acting under stress.

Physical Communications: Requires the ability to talk and hear: (talking, expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

PERFORMANCE INDICATORS

Knowledge of Job: Strong analytical and problem-solving abilities. Excellent communication and interpersonal skills. Ability to handle sensitive and confidential information with integrity. Proficiency in conflict resolution and mediation techniques. Ability to work independently and manage multiple tasks simultaneously. Familiarity with local government operations and services.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interaction with internal and external entities with whom the position interacts.

Quantity of Work: Performs described Essential Functions and related assignments efficiently and effectively in order to produce quantity of work which consistently meets established standards and expectations.

Dependability: Assumes responsibility for completing assigned work. Completes assigned work within deadlines in accordance with directives, policy, standards and prescribed procedures. Maintains accountability for assigned responsibilities in the technical, human and conceptual areas.

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Attendance: Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides adequate notice to higher management with respect to vacation time and leave requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished and initiates proper and acceptable action for the completion of work with a minimum of supervision and instruction.

Judgment: Exercises analytical judgment in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to issues or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice where appropriate and research issues, situations and alternatives before exercising judgment.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with established policies or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation intra- and inter-departmentally.

Relationships with Others: Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain goodwill. Emphasizes the importance of maintaining a positive image.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of work elements and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

Safety and Housekeeping: Adheres to all established safety and housekeeping standards. Ensures such standards are not violated.

Planning: Plans, coordinates and uses information effectively to enhance activities and production. Knows and understands expectations regarding such activities and works to ensure such expectations are met. Develops and formulates ways, means and timing to achieve established goals and objectives. Effectively and efficiently organizes, arranges and allocates manpower, financial and other designated resources to achieve such goals and objectives.

Organizing: Efficiently organizes own work and that of subordinate staff. Ensures that personnel understand what results are expected of them, and that each is regularly and appropriately informed of all matters affecting or of concern to them.

Staffing: Works with upper management, where appropriate, to select and recommend the employment of qualified personnel. Personally, directs the development and training of personnel under charge, ensuring their proper induction, orientation and training.

Leading: Provides a work environment, which encourages clear and open communications. Has a clear and comprehensive understanding of the principles of effective leadership and how such principles are to be applied. Provides adequate feedback to personnel under charge concerning their performance. Commends and rewards personnel under charge for outstanding performance

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and takes timely and appropriate disciplinary action as necessary. Exercises enthusiasm in influencing and guiding others toward achievement of established goals and objectives.

Controlling: Provides a work environment, which is orderly and controlled. Coordinates, audits, and controls manpower and financial resources efficiently and effectively. Coordinates, audits, and controls the utilization of materials and equipment efficiently and effectively. Has a clear and comprehensive understanding of established standards, methods and procedures.

Delegating: Assigns duties as necessary and/or appropriate to meet goals, enhance abilities of personnel under charge, build their confidence and assist them in personal growth. Has confidence in personnel under charge to meet new or additional expectations.

Decision Making: Exercises discretion and judgment in developing and implementing courses of action affecting functions under charge. Recognizes when a particular policy, procedure or strategy does not foster the desired result, and moves decisively and explicitly to develop and implement alternatives.

Creativity: Regularly seeks new and improved methodologies, policies and procedures for enhancing the effectiveness of functions under charge. Employs imagination and creativity in the application of duties and responsibilities. Is not adverse to change that supports achievement of goals and objectives.

Human Relations: Strives to develop and maintain excellent rapport with personnel under charge. Listens to and considers their suggestions and complaints and responds appropriately. Establishes a work environment to promote and maintain mutual respect.

Policy Implementation: Has a clear and comprehensive understanding of policies regarding functions under charge and the function of the organization. Adheres to policies in the discharge of duties and responsibilities and ensures the same from personnel under charge.

Policy Formulation: Maintains awareness of changes in operating philosophies and policies, and routinely reviews policies to ensure any changes in philosophy or practice are appropriately incorporated into functions under charge. Recognizes and understands the relationship between operating policies and practices and morale and performance. Strives to ensure that established policies enhance same.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.