



NOTICE OF VACANCY
October 24, 2016

POSITION: Customer Service Representative

DEPARTMENT: Treasurer/ Collector

SALARY: M2 \$38,360 - \$45,836

HOURS: Monday – Friday 8:30am to 5:00pm

Statement of Duties: The Customer Services Representative is responsible for the collection and posting of Real Estate/Personal Property receipts received both at the office counter and through the mail as well as processing refunds and abatements. Employee is required to perform all similar or related duties.

Supervision Required: Under the direct supervision of the Office Coordinator. Clear, detailed and specific instructions govern assigned work or are explained with each assignment. Questionable situations are referred to the supervisor. The supervisor reviews the work in progress or upon completion as necessary.

Supervisory Responsibility: The employee is not required to regularly supervise any town employees.

Confidentiality: The employee does not have regular access to confidential information obtained during performance of regular position responsibilities in accordance with the State Public Records Law.

Accountability: Consequences of errors, missed deadlines or poor judgment may include adverse customer relations and monetary loss.

Judgment: Well-defined or detailed rules, instructions, and procedures cover all aspects of work. Judgment involves choosing the appropriate practices, procedures, regulations, or guidelines to apply in each case.

Complexity: The work consists of a variety of duties which generally follow standardized practices, procedures, regulations or guidelines. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation.

Work Environment: The work environment involves everyday discomforts typical of a municipal office setting subject to frequent interruptions. Noise or physical surroundings may be distracting, but conditions are generally not unpleasant.

Nature and Purpose of Public Contact: Relationships with co-workers and the public involving frequent explanation, discussion or interpretation of practices, procedures, regulations or guidelines in order to render service, plan or coordinate work efforts, or resolve operating problems. Other regular contacts are with service recipients. More than ordinary courtesy, tact, and diplomacy may be required to resolve complaints or deal with uncooperative or uninformed persons.

Occupational Risk: Risk exposure is similar to that found in an office setting.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. 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 the position.

1. Works at customer service counter two half days per week providing assistance to customers and responsible for the collection and posting of various payments to the department's financial software system including but not limited to excise, real and personal property, parking payments, and utility billings; and reconciles the Collector's drawer.
2. Prepare daily deposits of cash or checks for Real Estate/Personal Property payments.
3. Conducts research regarding customer information and payments.
4. Enters and reconcile Real Estate/Personal Property payments received from our lockbox company and our online company.
5. Processes refunds and/or abatements.
6. Works as back up to another Customer Service Rep while out of the office.
7. Performs a range of clerical tasks including but not limited to answering department telephones, copying, mailing, faxing, preparing correspondence etc.

Recommended Minimum Qualifications:

Education and Experience: High School diploma or equivalent; one to three (1-3) years related work experience in an office environment; or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.

Knowledge, Abilities and Skill

Knowledge: Common policies, practices and procedures of the department and office operations; laws, and regulations pertinent to position's functions. Knowledge of office software such as word processing and spread sheet applications in support of office operations.

Abilities: Ability to interact effectively and appropriately with the public and other personnel; ability to handle large amounts of cash in an accurate manner; ability to perform multiple tasks in a detailed and accurate manner.

Skills: Proficient customer service skills; proficient skill in the operation of a personal computer and office equipment and the application of office software including word processing, spread sheet, and data base management applications; proficient business mathematical skills, recordkeeping, keyboarding skills; proficient written and oral communication skills.

Physical and Mental Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions.

Physical Demands: Little or no physical demands are required to perform the work. Work effort principally involves sitting and walking to perform work tasks, with intermittent periods of stooping, and standing. The employee is occasionally required to lift, push or pull objects such as office equipment, and computer paper.

Motor Skills: Duties are largely mental rather than physical, but the job may occasionally require the employee to apply basic motor skills for activities such as moving objects, operating a telephone system, computer and/or most other office equipment, keyboarding, word processing, filing, and sorting of papers.

Visual Demands: The employee is required to constantly read documents and reports for understanding.

Please visit our website:

<https://ess.framinghamma.gov/MSS/employmentopportunities/default.aspx>

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