

JOB TITLE: Customer Service Representative
DEPARTMENT: Town Clerk
REPORTS TO: Town Clerk

DATE: July 2023
GRADE: C-1

SUMMARY

Responsible for providing clerical and administrative support to the Town Clerk's Office.

ESSENTIAL FUNCTIONS

Functions as a member in overall municipal team to ensure effective and efficient municipal operations.

1. Responds to requests from the public, Town departments or others for vital statistics. Maintains up-to-date census and voter information.
2. Collects fees and/or fines for dog licenses, births, marriages and deaths, underground storage permits, business certificates, zoning by-laws and various fines given by the Animal Control Officer, Board of Health and Zoning Enforcement Officer. Prepares monies for turn over to the Treasurer's Office.
3. Types correspondence for Town Clerk and provides other secretarial support.
4. Updates and accurately maintains card and paper files, business certificate filings, searches, terminations and all other Office documentation.
5. Ensures Town Meeting mailings are sent to Representative Town Members, generates roll call and attendance forms for Town Clerk.
6. Assists the Assistant Town Clerk in preparing for Town elections; registers voters; mails out absentee ballots; monitors and verifies ballot returns.

OTHER RESPONSIBILITIES

- Orders and inventories office supplies.
- Assists other staff in the performance of department's functions, as needed.

Performs other position-related duties, as assigned.

QUALIFICATIONS

Minimum Training and Experience

High school graduate with training in typing, business English, business Math and two years' office experience; or any equivalent combination of education and experience. Familiarity with computer software applications, word-processing and spreadsheets.

Knowledge, Skills and Abilities

Requires general knowledge of Massachusetts General Laws as they pertain to municipal finance, vital records and election procedure, as well as Town by-laws. Requires knowledge of State government organization as well as Town organization. Requires excellent record-keeping skills. Must be accurate in data entry. Effective customer service and communication skills are required to address a wide-ranging public audience.

Tools and Equipment Used

Personal and mainframe computer, calculator, telephone, copier, postage machine and facsimile machine.

Physical Demands

The physical demands here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations to ensure that individuals with disabilities can perform essential functions are considered. While performing the duties of this job, the employee is frequently required to sit, talk or hear, use hands to finger, handle, or feel objects, tools or controls. The employee is occasionally required to stand, walk, stoop, kneel or crouch. The employee must be able to lift and/or move up to 10 pounds and occasionally to 30 pounds. Requires close vision. Occasionally requires distance and peripheral vision.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations to ensure that individuals with disabilities can perform essential functions are considered. Work is performed primarily in an office with normal office noise and traffic.

New: 1976
Revised: 12/95
Revised: 8/98
Revised: 6/99
Revised: 12/99-eff 7/00 (Classification Study)
Revised: 07/2023

JOB EVALUATION SUMMARY

CUSTOMER SERVICE REPRESENTATIVE

KNOWLEDGE

Requires bookkeeping, posting, record-keeping and computational skills. Uses computer for basic input, record-keeping, and word-processing. Uses mathematical functions in spreadsheets. Prepares correspondence, memoranda, letters and reports requiring formatting, and editing skills. Requires operational ability with office equipment such as typewriters, adding machines, calculators, facsimile machine, telephone, copier, postage and bursting machine.

INTELLECTUAL SKILLS/JUDGEMENT/COMPLEXITY

Work assignments can be varied but generally are covered by standardized practices, procedures, processes, or precedents. The work sequence or procedures used vary as a result of differences in the particular facts, transactions, entry made or other information involved. Requires analyzing the work, and selecting which procedure to follow. Work often requires the completion of missing information and the classification and compilation of information from a variety of readily available sources. Requires planning and prioritizing of work tasks to complete assignments within prescribed timeframes.

INTERACTIONS WITH OTHERS/CUSTOMER SERVICE

Contacts are with a wide-ranging audience. Requires providing explanation, discussion and interpretation of what is required in order to provide service, plan, coordinate, or resolve operating problems. Contacts are with the general public, service recipients, and employees of outside organizations such as vendors or banks. More than ordinary courtesy, tact and diplomacy may be required to resolve complaints or deal with customers.

SUPERVISION RECEIVED

Once job requirements are mastered, nearly all work is performed with minimal instruction or monitoring. Work may be verified for accuracy or correctness. Guidance is usually readily available.

SUPERVISION GIVEN

The position does not formally supervise.

ACCOUNTABILITY/INFLUENCE

Responsible for accuracy, thoroughness, and completion of own tasks. The position's influence is usually limited to the efficient functioning of the office. May require coordinating service with other departments requiring the exchange of information or the handling of routine and normal problems. Problems/issues are usually easily resolved with minimal time and effort of others.