

CITY OF OVERLAND PARK POSITION DESCRIPTION

TITLE:	Customer Service Representative, Sr. (City Clerk)	BAND/LEVEL:	Admin III
DEPARTMENT:	Finance, Budget & Administration	JOB NO:	4035
DIVISION:	City Clerk	DATE:	3/25/12
REPORTS TO:	City Clerk	FLSA STATUS:	NE
FULL-TIME:xxx _____ PART-TIME: _____ TEMPORARY: _____		COST CENTER:	153

REPLACES: Customer Service Representative, Sr.

DATE: 12/17/02

JOB SUMMARY STATEMENT:

Issues licenses according to municipal codes and ordinances for drinking establishments, caterers, private clubs (A&B), liquor, cereal malt beverage, massage establishment, massage therapist, animals, and other miscellaneous permits and licenses. Accepts applications, collects fees, schedules police checks and inspections and ensures requirements are met. Works with Johnson County Election Office to coordinate voter registration. Assists in the administration of the City's Risk Management Program. Trains new Customer Service Representatives and assists Imaging Clerk. Maintains department archive and responsible for document imaging of licenses, permits, and insurance claims and policies.

DUTIES AND RESPONSIBILITIES:

1. Serves as Clerk of the Day and provides customer service for all licenses and permits issued by the City Clerk's Office and other varied and miscellaneous inquiries received via phone, walk-ins, mail, email, and City Clerk Web site. Answers inquiries regarding City and Department policies and procedures, City ordinances, resolutions, open records requests, minutes of meetings, application status and provides detailed information on various ordinances and permit requirements. Generates correspondence, license renewal letters and applications according to expiration dates using permit tracking system. Prepares monthly reports, as required. Receives and sorts division mail. Directs callers to the appropriate department or other County or State agencies. May serve as a notary public. May order and maintain inventory of license tags or decals and department office supplies.
2. Issues licenses according to Overland Park Municipal Code and state regulations for drinking establishments, caterers, private clubs (A&B), and retail licenses, and temporary liquor permits. Accepts applications and fees. Routes application to ensure Police, Fire, Zoning and Building Safety requirements are met. Implements changes to applications and processes according to State statutes.
3. Issues licenses according to Overland Park Municipal Code for cereal malt beverage (consumption on premises or package) using Individual, Partnership or Corporate application forms. Accepts applications and fees. Routes application for Zoning and Police requirements. Following approval, forwards copies to the District Attorney's Office and to the State.
4. Works with Information Technology staff to implement system improvements to permit tracking system and to troubleshoot and test changes.
5. Collects fees and issues all animal licenses/permits required by City Ordinance (including Animal Licenses, Special Animal Permits, Breeder Permits and Dangerous Animal Permits). Works with public, area veterinarians and Animal Control division in providing information/education regarding how residents can comply with the City's annual animal licensing requirements.
6. Issues licenses for massage establishments and massage therapists according to Overland Park Municipal Code. Processes applications, collects fees, verifies educational requirements, and routes application to Police, Health, Fire and Building Safety to ensure requirements are met.
7. Processes applications and collects fees for other miscellaneous permits and licenses, including Parade, Precious Metals/Pawn Brokers, Public Transportation (Taxi), Fireworks, Carnivals, Transient Merchants, Adult Entertainment and Scrap Metal Dealers.
8. Works with Johnson County Election Office in coordinating voter registration, processing applications for Advance Voting forms, filing of candidates for City offices, tracking Statements of Substantial Interest, Declination Forms, and other required election forms.

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9. Coordinates the online sale of other miscellaneous items with Information Technology for City promotions or Arts and Recreation Committee (ARC) employee promotions and events.
10. Performs a wide variety of clerical work including: typing; maintaining files; updating databases; reviewing standard operating procedures; updating City Clerk Web page on the City's Internet site regarding licensing information/applications; processing E-commerce applications; determining and collecting fees; cash management and security; handling records requests; and multi-tasking.
11. Works with City Clerk and Risk Manager to administer the City's Risk Management Program. Accepts, routes and establishes files for all claims; processes claims and invoice payments; tracks data and payment information. Maintains loss information by policy year and compiles quarterly/annual reports of losses, as required.
12. Catalogues, indexes, and transfers documents to the Department archive.
13. Trains new Customer Service Representatives; and assists Imaging Clerk.
14. Provides backup assistance, as required, for daily cash reports and Council agenda process.
15. Participates in Department Strategic Planning process by serving on Department task forces and committees.
16. Serves on City phone bank during Emergency Operations.
17. The employee must work the days and hours necessary to perform all assigned responsibilities and tasks. Must be available (especially during regular business hours or shifts) to communicate with subordinates, supervisors, customers, vendors and any other persons or organization with whom interaction is required to accomplish work and employer goals.
18. The employee must be punctual and timely in meeting all requirements of performance, including, but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduled work breaks, where applicable.

GENERAL QUALIFICATIONS

EDUCATION & SPECIAL LICENSE(S)/CERTIFICATIONS:

Basic education which includes courses in typing, general office practices, office machines and business communications or an equivalent combination of education and work experience. May be required to obtain and serve as a notary public.

EXPERIENCE:

Three years of clerical/customer support experience or an equivalent level of experience.

SKILLS:

1. Oral and written communication skills
2. Basic math and accounting skills
3. Analytical skills
4. Organizational skills
5. Typing skills
6. Listening skills
7. Customer service skills (in person and over phone)
8. Proofreading skills
9. Ability to train & guide others
10. Must have a working knowledge of windows-based word-processing and spreadsheet software applications. Preference for Word and Excel.

MENTAL REQUIREMENTS:

1. Ability to recognize and protect confidential information
2. Ability to organize files and effectively retrieve

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3. Logical reasoning; sound judgment; and the ability to deal with sensitive situations in a tactful, empathetic manner
4. Alpha and numeric recognition
5. Ability to read and comprehend City codes, permit applications, and file information
6. Ability to comprehend computer software principles
7. Ability to compute basic math computations
8. Ability to work in a hectic environment with many interruptions
9. Ability to meet specific deadlines

PHYSICAL REQUIREMENTS:

1. Hand and eye coordination adequate to input computer, calculator, typewriter, copy and fax machine, cash register, microfilm reader, credit card machine, and scanner.
2. Ability to make and receive phone calls
3. Visual acuity to read plans and diagrams.
4. Ability to distinguish colors.

SUPERVISORY RESPONSIBILITY (Direct & Indirect):

None

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.