

**CITY OF OVERLAND PARK
POSITION DESCRIPTION**

TITLE:	Customer Service Representative, Senior	GRADE:	Admin III
DEPARTMENT:	Planning & Development Services	JOB NO:	4035
DIVISION:	Current Planning	DATE:	3/25/12
REPORTS TO:	Manager, Current Planning	FLSA STATUS:	NE
FULL-TIME: <input checked="" type="checkbox"/> PART-TIME: <input type="checkbox"/> TEMPORARY: <input type="checkbox"/>		COST CENTER:	601

REPLACES: Customer Service Representative, Senior **DATE:** 10/29/2006

JOB SUMMARY STATEMENT: Provides customer service for the Planning & Development Services Department. Answers telephone and assists general public. Enters applications. Maintains case files. Processes special event permit applications. Provides assistance to the Planner of the Day.

DUTIES AND RESPONSIBILITIES:

1. Provides customer service for the Planning & Development Services Department via telephone and walk-ins. Acts as receptionist. Greets visitors. Directs customers to the appropriate location or department for service. Answers telephone and assists general public by providing information on City/department policies and procedures.
2. Enters various applications. Explains public hearing process and notice requirements. Verify affidavits as they are returned.
3. Maintains planning applications and forms. Checks for necessary updates. Assists with department audits. Serves as notary public.
4. Provides assistance to the Planner of the Day. Answers basic zoning and planning questions. Assists customer with filling out applications. Answers questions about scheduling and application status.
5. Maintains files for Planning Commission and City Council, including interdepartmental communications, staff comments and meeting minutes.
6. Logs submitted plan revisions. Routes plans and studies to appropriate staff.
7. Performs a wide variety of clerical work including typing, maintaining files, handling records requests, scheduling conference rooms for recurring meetings, distributing departmental performance surveys per instructions from department personnel, etc.
8. Explains special event permit process to customers. Coordinates with applicant to obtain necessary information for approving permits. Scans applications and provides necessary support to enforcement staff. Schedules applications for consideration by City Council as necessary. Provides follow-up to applicants following City Council meetings.
9. Assists in the oversight and quality control of the new naming convention and linking of master project cases in Tidemark.
10. Assists Engineering Technician in obtaining signatures from Mayor, Planning Commission Chair and City Clerk. Assists in checking legal document wording for accuracy.

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11. 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.
12. 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.

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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. Must be able to obtain and maintain a notary public.

EXPERIENCE:

Three years clerical/customer support 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. 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
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, credit card machine, scanner, and microfilm reader
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.