

CIVIL SERVICE COMMISSION WATERBURY, CONNECTICUT

OPEN COMPETITIVE EXAM #2657

OPEN COMPETITIVE EXAMINATION FOR: CUSTOMER SERVICE REPRESENTATIVE

SALARY: \$20.25 ~ \$24.98 per hour Non-Exempt, 35 hrs/wk. Paid bi-weekly. (WCEA Grade, W18)

(NOTE: New hires start at the beginning of the range)

FRINGE BENEFITS: Choose from available health insurance plans (employee contributions vary) Prescription Drug Rider, Dental Plan, Group Life Insurance for Individual; Retirement Plan; paid Holidays; paid Vacation Days; paid Sick Days; paid Personal Days.

LAST DAY FOR FILING APPLICATIONS

Applications, which may be obtained by visiting our website at www.waterburyct.org or at the Civil Service Office, Chase Municipal Building, 236 Grand St., Waterbury, CT 06702 & must be on file by 4:30 p.m. on:

UNTIL SUFFICIENT APPLICATIONS ARE RECEIVED

IMPORTANT:

1. **Veterans** – Veteran's points will be awarded in accordance with the Connecticut State Statute. Five (5) for non-disabled veterans, ten (10) for disabled veterans. Proper documentation must be submitted to the Personnel Director before the date of the examination.
2. **Residents** – Five (5) Residency points shall be added in accordance with the amendment to the Civil Service Ordinances dated March 18, 2011. Proper documentation and proof of residence must be submitted no later than the closing date for applications.

EXAMPLES OF WORK: (Illustrative and not all inclusive)

The following identifies the primary and essential functions of the position and is not intended to be an exhaustive listing of all duties. Performs cashiering, billing/assessment and collection functions and maintains accountability for funds received from the collection of taxes, water/sewer utility bills, special assessments and other miscellaneous sources; Balances monies, checks, credit/debit card transactions, cash and negotiable instruments daily against receipted copies of bills and register tapes; Counts and bands monies received and reconciles drawer; Makes change; Performs a wide variety of clerical account keeping functions related to current and delinquent accounts, refunds, over the counter, mail and online transactions; Performs information window duties for the purpose of aiding the general public and other City departments; Answers questions relating to property assessments, property tax and/or water/sewer bills, including pro-rated assessments and advanced tax bills; Contacts customers to schedule for water/sewer equipment repair, collection efforts and other; Reviews water/sewer meter read data to assist in the generation of monthly water/sewer bills; Provides account information to outside counsel relating to real estate closings; Engages with customers to address collection issues; Schedules and assigns tasks to subordinate clerks and reviews their work for accuracy and completeness; Prepares office payroll, requisitions and vouchers as may be assigned; Explains departmental policies and regulations to other City employees and the general public and handles complaints; Operates standard office billing, payment and collection systems, machines and appliances; Searches titles and prepares liens for unpaid taxes, water/sewer charges and other receivables; Audits cashiers' cash stubs in the Tax Collector's office and supervises/performs the issuance of tax and water/sewer liens, demand notices, warrants auction notices and the preparation of stubs for processing by IT Department and the drafting of annual State Tax Report Collections; Performs related duties as required.

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REQUIRED KNOWLEDGES, SKILLS AND ABILITIES:

Knowledge of office systems and procedures including proper telephone usage, computer usage, online payment applications, filing and office terminology; knowledge of basic bookkeeping skills; ability to handle large amounts of money; ability to accurately count cash and make change; ability to operate variety of office equipment which may include work processors, computer terminals, typewriters, calculating machines, cash registers or other automated equipment; ability to read and interpret complex instructions; ability to maintain complex clerical records and prepare reports from such records; ability to utilize various office automation software and applications; basic skill in performing arithmetical computations; high level of interpersonal skills, tact and courtesy, good judgment. Position may require supervisory and/or leadership abilities.

IN ORDER TO BE CONSIDERED FOR THIS POSITION YOU MUST INDICATE ON YOUR APPLICATION THAT AS OF THE CLOSING DATE YOU HAVE THE FOLLOWING EXPERIENCE:

Associates Degree plus two (2) years' experience performing moderately difficult cashiering, administrative or booking tasks in a customer service environment or High School Graduation or GED plus five (5) years' experience performing moderately difficult cashiering, administrative or bookkeeping tasks in a customer service environment.

Substitutions Allowed: None.

SPECIAL REQUIREMENTS: Must be bondable.

COPIES OF APPLICABLE DOCUMENTS (DIPLOMA OR TRANSCRIPTS) MUST BE SUBMITTED AT TIME OF APPLICATION

This position is covered under the written agreement between the City of Waterbury and the White-Collar Union. The Parts and Weights for this examination will be determined prior to conducting the exam. Individuals appointed shall be required to serve a working test period which will be, in effect, the final phase of the examination.

APPEAL PROCESS: An applicant may appeal a notice of rejection of his/her application to the Civil Service Commission within seven (7) days of receipt of such notice. Please notify the Civil Service Office of a change in address. Notification will be mailed to the address written on your application.

THE CITY OF WATERBURY IS AN EQUAL OPPORTUNITY EMPLOYER

E.O.E. M/F/H/V

EEOP Utilization Report available upon request

4.3.25 USAR md

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PART V - WORKING CONDITIONS, PHYSICAL AND MENTAL REQUIREMENTS

Employees appointed to positions in this class must have adequate physical strength, stamina, physical agility and visual and auditory acuity and must maintain such physical fitness as to be able to perform the duties of the class. A physical examination may be required.

Frequency: Place an "X" in each box that is appropriate to your job.

NEVER (N)	OCCASIONALLY (O)				FREQUENTLY (F)	CONSTANTLY (C)			
0 % of Shift	1-33% of Shift				34-66% of Shift	67-100% of Shift			
Working Conditions	N	O	F	C	Working Conditions	N	O	F	C
Physical Demands					Depth Perception			X	
Standing			X		Color Distinction			X	
Walking			X		Peripheral Vision			X	
Sitting			X		Driving	X			
Lifting		X			Physical Strength:				
Carrying		X			Little Physical Effort (-10 lbs.)			X	
Pushing		X			Light Work (-20 lbs.)		X		
Pulling		X			Medium Work (20-50 lbs.)	X			
Climbing		X			Heavy Work (50-100 lbs.)	X			
Balancing		X			Very Heavy Work (100+ lbs.)	X			
Stooping		X			Environmental Conditions				
Kneeling		X			Cold (50 degrees F or less)	X			
Crouching	X				Heat (90 degrees F or more)	X			
Crawling	X				Temperature Changes	X			
Reaching				X	Wetness	X			
Handling				X	Humidity	X			
Grasping				X	Extreme Noise or Vibration		X		
Twisting				X	Exposure to Chemicals	X			
Feeling				X	Exposure to Gases and Fumes	X			
Talking				X	Exposure to Unpleasant Odors		X		
Hearing				X	Exposure to bodily fluids	X			
Repetitive Motion				X	Exposure to dampness	X			
Hand/Eye/Foot Coordination				X	Confinement to Small or Restricting Area	X			
Visual Acuity/Near				X	Mechanical Hazards	X			
Visual Acuity/Far				X	Physical danger or abuse	X			

The above statements are intended to describe the general nature and level of work being performed by the employee assigned to this position. They are not to be construed as an exhaustive list of all job responsibilities and duties performed by personnel so classified.

The City of Waterbury is an equal opportunity employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the City when necessary.

Prepared on: June 22, 2021

Customer Service Representative