



POSITION VACANCY NOTICE City of Ketchikan

Date: June 10, 2019

TITLE: CUSTOMER SALES REPRESENTATIVE I			
DEPARTMENT:	KPU	DIVISION:	Sales, Marketing & Customer Service
STATUS:	Regular Full-Time	HOURS/DAYS:	Monday-Friday & Tuesday-Saturday 8:30am-5:30pm and 9:00am-6:00pm
GRADE / STEP:	238 / A - I	DUTIES:	See attached job description
HOURLY:	\$17.56- \$19.18 DOQ	UNION STATUS:	YES

Special Requirements:

One year of customer service and routine bookkeeping experience

ADVERTISING REQUIREMENTS

POSITION CLOSES: June 24, 2019 @ 5:00 PM

APPLICATION MUST BE RECEIVED BY THE CLOSING DATE

WHERE: Local Only Statewide Pacific NW National

PUBLICATIONS: Ketchikan Daily News; Local Job Service; City Website

APPLICANT PROCESSING INSTRUCTIONS

**FOR APPLICATION AND COMPLETE JOB DESCRIPTION CONTACT:
HUMAN RESOURCES, 3RD FLOOR CITY HALL, 334 FRONT STREET OR APPLY ON-LINE AT:
<http://www.ktn-ak.us/jobs>**

CITY OF KETCHIKAN IS AN EQUAL OPPORTUNITY EMPLOYER

CUSTOMER SALES REPRESENTATIVE I - KPU

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under supervision, performs a variety of routine customer sales, service, office, receptionist, and cashiering duties in support of Ketchikan Public Utilities; performs a wide variety of data entry and public contact work in support of customer sales and service functions; and maintains a variety of files and records.

The Customer Sales Department provides courteous, accurate, and timely sales and service including sales of telecom products and services, collection and disbursing City's funds, reporting useful information and courteously providing related services to the City/KPU and its citizens and customers. The Customer Sales Representative I - KPU works independently to achieve assigned goals and end products. The Customer Sales Representative I - KPU must perform these duties in a manner that reflects positively on Ketchikan Public Utilities and the Department.

DISTINGUISHING CHARACTERISTICS

This is the entry level class in the Customer Sales Representative - KPU series selling telecom products and services and providing general customer service support. Positions at this level are not expected to function with the same amount of program knowledge or skill level as positions allocated to the Customer Sales Representative II or III levels and exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Operates the Ketchikan Public Utilities switchboard on a daily basis; receives calls and routes them to the appropriate party.
2. Performs customer sales and provides service and assistance to the public at the counter involving reception and public information tasks; greets citizens and customers of Ketchikan Public Utilities; answers routine customer questions and inquiries or refers inquiries to the appropriate party; explains steps, appropriate forms, procedures, and requirements for various transactions, services, or activities; researches, resolves, and responds to customer problems and complaints; explains departmental policies and procedures to the public.
3. Performs a variety of routine cashiering tasks including, but not limited to receiving cash, check, or credit card payments in person, by mail or by phone for a variety of fees and collections including pay telephone collections; posts and issues receipts; records payment transactions in computer system; balances cash and maintains cash balances; prepares and makes bank deposits.
4. Performs clerical and office support tasks such as computer data entries, document sorting, filing, copying, mail sorting, and telephone answering.
5. Enters mail address changes into the phone and utility system.
6. Processes return toll inquiries and unlocated toll investigations.

7. Participates in the preparation and maintenance of a variety of files, logs, records, and reports.
8. Purchases and maintains office supplies inventory; maintains adequate postage in postage machines.
9. Maintains a high level of confidentiality as it applies to customer billing records, toll, and payment information.
10. Performs related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

Basic customer sales and service techniques, practices, and principles.

Basic cashiering techniques.

Basic bookkeeping and clerical accounting principles, practices, and terminology.

Basic methods, procedures, practices, and terminology used in billing and financial record keeping work.

Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

Basic principles of business letter writing and report preparation.

Methods and techniques used in customer sales, service and public relations.

Receptionist and telephone techniques.

Basic mathematical principles.

English usage, spelling, grammar, and punctuation.

Ability to:

Perform responsible bookkeeping, clerical accounting, and customer sales and service duties.

Learn to understand the organization and operation of the Department and of outside agencies as necessary to assume assigned responsibilities.

Learn to understand, interpret and apply general and specific administrative and departmental policies and procedures.

Exercise tact and judgment in responding to inquiries and resolving complaints and problems.

Make mathematical computations rapidly and accurately.

Find and reconcile discrepancies in balancing accounts.

Implement and maintain standard filing systems.

Maintain records and reports.

Operate and use modern office equipment including a computer and various software packages.

Operate 10-key calculator by touch.

Type and enter data at a speed necessary for successful job performance.

Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.

Classify, compute and tabulate data.

Perform mathematical calculations including percentages, fractions, and decimals.

Interpret descriptive statistical reports.

Exercise judgment and situational reasoning ability

Use functional reasoning and apply rational judgment in performing diversified work activities.

Operate a variety of office equipment such as computer terminal, typewriter, telephone, fax machine, calculator/adding machine and photocopier.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines - Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education/Training:

Equivalent to the completion of the twelfth grade.

Experience:

One year customer service and routine bookkeeping experience.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein 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 essential job functions.

Environment: Work is performed primarily in a standard office setting; extensive public contact.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

Grade: 2-38
Job Position Code: 30901
Union: Yes/KPU
FLSA: Non-Exempt
Date Approved: May 1997
Date Amended: September 2000
Date Amended: June, 2007 (*Johnson & Associates*)
Date Amended: September 2009 (*Johnson & Associates*)
Date Amended: March 2016 (*City of Ketchikan*)

Human Resources Manager Approval

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