

JOB DESCRIPTION

Customer Service Representative

Date Prepared: March 2014

SUMMARY: Under basic supervision, provides customer service duties for guests, customers, and clients of the Santa Cruz Port District (District); processes payments, service requests, and slip licenses.

ESSENTIAL FUNCTIONS: -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to, the following:*

- Receives and processes payments for District services, and maintains account records; posts payments to customer accounts; monitors payment plans; creates new accounts.
- Answers phone, radio, and walk-in inquiries about District services, programs, records and weather and harbor conditions; explains rules, policies, and procedures; provides information and assistance within scope of authority and training; refers matters beyond the scope of authority to supervisor for resolution.
- Completes daily transaction deposits and monthly marina account corrections including recurring charges and slip releases or trades; sets-up all new slip, wait list, and transient accounts in the marina program; assigns dock space, issues parking permits and dock keys, collects valid IDs, registration and paperwork for vessels.
- Monitors VHF radio traffic and live camera; uses radio and phone to dispatch harbor personnel to respond to service requests and emergencies as needed.
- Inventories and orders office supplies; organizes and maintains forms, brochures and informational items.
- Resolves routine problems encountered in performance of work assignments.
- Supports the relationship between the District and the general public by demonstrating courteous and cooperative behavior when interacting with visitors and District staff; maintains confidentiality of work-related issues and District information; performs other duties as required or assigned.
- Performs other clerical duties as assigned.

MINIMUM QUALIFICATIONS:

Education, Training and Experience Guidelines:

High School diploma or GED equivalent; AND one year of bookkeeping and customer service experience; OR an equivalent combination of education, training, and experience.

Knowledge of:

- District organization, operations, policies, and procedures.
- Principles of bookkeeping, record keeping, and records management.
- Customer service standards and protocols.

Skill in:

- Providing effective customer service, and dealing tactfully and courteously with customers.
- Entering numerical data into a computer system with skill and accuracy.
- Establishing and maintaining cooperative working relationships with co-workers.
- Operating a personal computer utilizing standard and specialized software.
- Communicating effectively verbally and in writing.

LICENSE AND CERTIFICATION REQUIREMENTS:

A valid California State Driver's License may be required.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

Work is performed in a standard office environment.