

## Customer Service Representative

**GENERAL STATEMENT OF DUTIES:** Position responsible for performing a variety of Facility/Garage supportive functions; does related work as required.

**DISTINGUISHING FEATURES OF THE CLASS:** Involves, but not limited to; customer service, cleaning, maintenance, dealing with the public, handling of money, operating and maintaining revenue control equipment, filling out reports, opening and closing of office by garage location. This position does not require the supervision of others.

**EXAMPLES OF WORK:** (Illustrative Only)

Assist facility manager/assistant facility manager in the operation of the facility and lots

Perform cashiering function as needed

Assist customers in the use of automated revenue control equipment including ticket dispensers, pay stations and exit station equipment

Daily collection and categorization of parking ticket transactions

Maintain all revenue control equipment

All janitorial-related tasks necessary to maintain parking facility.

Snow removal duties including shoveling, salting and operating snow thrower and snow plow, clearing snow melter.

### **REQUIRED KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Ability to work shift schedule (Weekend - 6 P.M. – 8 A.M., Two 14 Hour Shift); ability to work overtime as needed by management, must be able to be reached by phone; ability to be trained to operate and maintain revenue control equipment; ability to log information and make mathematical computations quickly and accurately; ability to operate a vehicle and light equipment such as snow throwers and salt spreaders; knowledge and ability in the use of a computer; good written and verbal communication skills; ability to exercise initiative and sound judgment and to react with discretion under varying conditions; ability to establish and maintain effective and appropriate relationships with the public, agencies and other employees; ability to lift up to 50 pounds.

**MINIMUM QUALIFICATIONS:** High school diploma or GED equivalent. Applicant should have at least one year working experience. Proficient in Microsoft Word and Excel. **LICENSES:** must possess and maintain a current and valid NYS Driver's License throughout employment.

**BACKGROUND CHECK:** A background check will be conducted