

Mayor
Elise Partin

Mayor Pro-Tem
Tara S. Almond

Council Members
Phil Carter
Eva Corley
James E. Jenkins

City Manager
Tracy Hegler



CUSTOMER SERVICE REPRESENTATIVE/CLERK II
\$14.22 - \$16.80/hour DOE

The City of Cayce is currently looking for a Customer Service Representative/Clerk II. The purpose of the class is to provide general customer assistance to individual and business utility customers. The class is responsible for opening new accounts, accepting and processing payments and closing accounts, issuing adjustments and work orders and conducting general clerical duties.

Requirements include a High School Diploma with 1-2 years practical experience in financial and clerical work or an equivalent combination of training and experience, which provides the required knowledge, skills and abilities. Must be able to type at the corrected rate of 35 wpm.

Excellent benefits package that includes State Retirement and paid health insurance. Applications are available on the city website: www.cityofcayce-sc.gov. **A valid SC Driver's License with a good driving record is required. Must provide DMV report at first interview. Application required.** EOE

**CITY OF CAYCE
CLASS DESCRIPTION
2000**

CLASS TITLE: CLERK II

GENERAL DESCRIPTION OF CLASS

The purpose of the class is to provide general customer assistance to individual and business utility customers. The class is responsible for opening new accounts, accepting and processing payments, processing business licenses and conducting general clerical duties. The class works according to set procedures under direct supervision.

ESSENTIAL TASKS

The tasks listed below are those that represent the majority of the time spent working in this class. Management may assign additional tasks related to the type of work of the class as necessary.

Greets customers and receives utility payments.

Answers phones and routes calls, answers questions and takes messages.

Writes, types or enters information into computer, prepares correspondence, bills, statements, receipts or other documents, copying information from one record to another; calculates business license fees, and permit fees to include building permits, electric permits, gas permits and plumbing permits.

Coordinates and supervises the utility bill process to include account set up, collection of meter security deposits, gathering of meter readings, actual billing of utility accounts bi-monthly, cash and credit adjustments; and delinquency processing to include disconnection notices and terminations.

Supports a specific program by maintaining records, collecting fees and responding to inquiries/requests; proofreads records or forms.

Resolves customer complaints and inquiries; researches issues; prepares work orders; provides interpretations of rules and policies related to area of specialty.

Receives money from customers; prepares daily bank deposits and cash reports; maintains and processes records and checks for accuracy.

INVOLVEMENT WITH DATA, PEOPLE AND THINGS

DATA INVOLVEMENT:

Requires computing or performing arithmetic operations using data or information.

PEOPLE INVOLVEMENT:

Requires speaking to customers to convey or exchanging information of a general nature.

CLASS TITLE: CLERK II

INVOLVEMENT WITH THINGS:

Requires handling or using equipment requiring brief instruction or experience such as computers for data entry, fax, copiers, phone or other similar equipment; service office machines including such actions as adding paper and changing toner.

REQUIREMENTS COGNITIVE

REASONING REQUIREMENTS:

Requires performing semi-skilled work involving set procedures but with frequent problems.

MATHEMATICAL REQUIREMENTS:

Requires performing addition and subtraction, multiplication and division and/or calculating ratios, rates and percents.

LANGUAGE REQUIREMENTS:

Requires reading routine sentences, instructions, regulations, procedures, or work orders; writing routine sentences and completing routine job forms and incident reports, speaking routine sentences using proper grammar.

MENTAL REQUIREMENTS:

Requires performing clerical tasks prescribed by standard practices but which may require computation, the use of several procedures, and the use of independent judgments with obvious choices; requires normal attention for accurate results.

VOCATIONAL/EDUCATIONAL AND EXPERIENCE PREPARATION

VOCATIONAL/EDUCATIONAL PREPARATION:

Requires high school or GED or specialized vocational training.

SPECIAL CERTIFICATIONS AND LICENSES:

Must possess a valid South Carolina driver's license.

EXPERIENCE REQUIREMENTS:

Requires over one years' experience as Clerk I, or any equivalent combination of training and experience which provides the required skills, knowledge and abilities.

AMERICANS WITH DISABILITIES ACT REQUIREMENTS

PHYSICAL AND DEXTERITY REQUIREMENTS:

Requires sedentary work that involves walking or standing some of the time and involves occasional keyboard operations.

CLASS TITLE: CLERK II

ENVIRONMENTAL HAZARDS:

The job risks exposure to no environmental hazards.

SENSORY REQUIREMENTS:

The job requires normal visual acuity, field of vision, hearing and speaking.

JUDGMENTS AND DECISIONS

JUDGMENTS AND DECISIONS:

Requires being responsible to guide others requiring a few decisions, affecting the individual and a few co-workers; works in a stable environment with clear and uncomplicated written/oral instructions but with some variations from the routine.

ADA COMPLIANCE

The City of Cayce is an Equal Opportunity Employer. ADA requires the City to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

SOUTH CAROLINA RETIREMENT SYSTEMS

Belongs to the South Carolina Retirement System.