



# CITY OF HOUSTON

## JOB DESCRIPTION

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Job Code: 675.1

Job Title: **BARC CUSTOMER SERVICE REPRESENTATIVE**

Pay Grade: 15

### **GENERAL SUMMARY:**

Interacts with the general public to represent BARC in the conduct of its Animal Enforcement and Shelter operations.

### **RESPONSIBILITIES:**

- Assist customers via telephone, email, and face-to-face with the utmost level of professional customer service by assisting with ALL customer service needs (i.e. Pet licensing, Adoptions, Return to Owner, Animal Intake, Bite Cases, etc.).
- Educate the public on all current BARC information (Adoptions, Spay/neuter, Wellness, etc.)
- Collects, balances, and deposits daily revenue from daily transactions using shelter software in compliance with established financial accounting procedures
- Directs and interprets the research and analysis of customers' problems and inquiries.
- Work consists of following up and resolving all customer requests accurately, investigating specific situations, and providing detailed transcripts in the system to track all work.
- Compiles accurate reports and maintains records of services rendered.
- Records accounts of exchanges as well as original correspondence to customers.
- Aids as CSR for offsite BARC events.
- Performs special projects as assigned.

### **SPECIFICATIONS:**

#### **KNOWLEDGE:**

High School Diploma or GED required.

#### **EXPERIENCE:**

Two years of administrative or customer service related experiences are required.

An Associate's Degree may be substituted for the two-year experience requirement.

#### **COMPLEXITY:**

Work consists of standard procedures and tasks where analytic ability is required in following guidelines, policies, and precedents.

#### **IMPACT OF ACTIONS:**

Errors in work lead to minor inconvenience and incur some costs. Work is typically performed under moderate supervision and within standard operating procedures. The incumbent occasionally can function autonomously, with the supervisor available to answer questions as they arise.

#### **SUPERVISION EXERCISED:**

##### **Direct Supervision:**

No direct reports.

##### **Indirect Supervision:**

No indirect reports.

## **SPECIFICATIONS (cont'd):**

### **CONTACTS:**

#### **Internal Contacts:**

Level of internal contact is primarily with the clerical and technical staffs. Interaction involves routine information exchange and/or simple service activity requiring common courtesy; e.g., answering questions, giving directions in response to simple requests.

#### **External Contacts:**

Level of external contact is primarily with citizens, visitors and/or mid-level representatives of government agencies, guests, vendors and professional contacts with allied organizations. Interaction requires substantial sensitivity and cooperation; e.g., lower-level problem resolution, providing information to citizens who from time to time may be irate.

### **PHYSICAL EFFORT:**

The position is physically comfortable most of the time with occasional periods of stooping, bending and/or light lifting of materials of up to 10 pounds.

### **WORK ENVIRONMENT:**

There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions. Minor discomforts of some animal odors and working in an indoor/outdoor environment involving exposure to extremes of heat/cold/sun/rain or other conditions. Work sometimes involves standing for extended periods of time, and frequent walking between buildings.

### **PHYSICAL SKILL:**

Requires the ability to make simple gross motor responses within large tolerances.

### **MISCELLANEOUS:**

All duties and responsibilities may not be included in the above job description.

### **JOB FAMILY:**

- BARC Customer Service Representative
- BARC Customer Service Representative III
- BARC Customer Service Supervisor

*Effective: December 2015*

*Revised: May 2019*