



# CITY OF HOUSTON

## JOB DESCRIPTION

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Job Code: 675.3

Job Title: **BARC CUSTOMER SERVICE REPRESENTATIVE III**

Pay Grade: 16

### **GENERAL SUMMARY:**

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

### **RESPONSIBILITIES:**

- Assists in organizing all spay/neuter community events
- Participates in communicating the importance of spaying/neutering pets and the community impact of spay/neuter education
- Distributes flyers and visits target communities on a one-on-one basis as well as small or large group settings to advertise upcoming events
- Organizes and executes block walks to promote upcoming events
- Provides upcoming event information to constituents over the phone
- Schedules upcoming spay/neuter surgeries for community cat program
- Processes animals at check-in the day of the event

### **SPECIFICATIONS:**

#### **KNOWLEDGE:**

Requires a high school diploma or a GED.

#### **EXPERIENCE:**

Three years of administrative or customer service-related experience are required.

#### **COMPLEXITY:**

Work consists of fairly standard procedures and tasks where basic analytic ability is required, as in the comparison of numbers and simple facts in selecting the correct action.

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

Errors in work typically lead to minor inconvenience and 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:**

May function in a lead capacity or serve as a shift leader of Customer Service Representatives.

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

No indirect reports.

#### **CONTACTS:**

##### **Internal Contacts:**

Level of internal contact is primarily with professionals and supervisors. Interaction requires moderate tact and cooperation; e.g., scheduling and/or coordinating two personal calendars, resolving problems and/or obtaining necessary information.

**SPECIFICATIONS (cont'd):****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 moderate tact and cooperation; e.g., responding to questions which require some research to provide the correct answer. Will work with volunteers and customers daily.

**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. Individual must walk or stand for long periods of time when block walking outdoors.

**WORK ENVIRONMENT:**

There are occasional minor discomforts from exposure to less-than-optimal temperature and air conditions. Additionally, the individual will be expected to walk outdoors in varied temperatures. The position may involve dealing with modestly unpleasant situations and individuals during block walks.

**PHYSICAL SKILL:**

Requires the ability to make coordinated gross motor movements in response to changing external stimuli within moderately demanding tolerances; or the ability to make coordinated eye/hand movements on a patterned response space within low tolerance demands with no real speed requirements.

**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*