CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 885.1

Job Title: **CUSTOMER SERVICE CLERK**

Pay Grade: 10

GENERAL SUMMARY:

Provides clerical/administrative support to ensure quality customer service assistance. Responds to routine customer requests or inquiries received by mail, telephone, e-mail and personal contact.

RESPONSIBILITIES:

- Performs basic research and gathers necessary information to resolve routine customer problems and respond to inquiries via mail, telephone, e-mail and personal contact. Communicates findings to customers. Refers non-routine problems to supervisor.
- Performs data entry activities to update customer records within authorized limits.
- Receives and verifies completeness and accuracy of requests from customers; processes requests and work orders utilizing a computer terminal and/or tracking system.
- Provides information about City services, ordinances, policies, procedures and pricing.
- May act as a backup to a customer service section and an administrative support section.
- May process work orders/requests and make changes to update customer account information.
- May gather or collect information to generate reports, activity logs, etc.
- Performs other duties as assigned.

SPECIFICATIONS:

KNOWLEDGE:
Requires a high school diploma or a GED.

EXPERIENCE:
Six months of clerical/customer service experience are required.

SUBSTITUTION:
An Associate's degree or a Bachelor's degree may substitute for the education and experience requirements.

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.

SPECIFICATIONS: (continued)

SUPERVISION EXERCISED:

Direct Supervision:
No direct report employees.

Indirect Supervision:
No indirect reports.

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 involves routine information exchange and/or simple service activity that requires common courtesy; e.g., directing calls, and answering simple questions.

PHYSICAL EFFORT:
The position occasionally requires stooping or bending. Occasional very light lifting, such as three or four reams of papers or books (up to 20 pounds or an equivalent weight) may be required.

WORK ENVIRONMENT:
There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions.

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:
Customer Service Clerk
Senior Customer Service Clerk

Effective Date: July 2000
Revised: May 2026