CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 885.2

Job Title: **SENIOR CUSTOMER SERVICE CLERK**

Pay Grade: 12

GENERAL SUMMARY:

Performs in a lead capacity to ensure quality customer service. Provides a variety of customer services via mail, telephone, e-mail and personal contact.

RESPONSIBILITIES:

- Performs basic research and gathers necessary information to resolve customer problems and respond to inquiries via mail, telephone, e-mail and personal contact. Communicates findings to customers.
- Performs data entry activities to update customer records within authorized limits.
- Receives and verifies completeness and accuracy of requests from customers. Processes requests and/or work orders utilizing a computer terminal and/or tracking system.
- Trains and provides assistance to less experienced employees.
- Provides information about City services, ordinances, policies, procedures and/or pricing.
- Resolves moderately complex problems, complaints and/or requests.
- Processes work orders/requests and makes changes to update customer account information.
- Gathers or collects information to generate reports, activity logs, etc.
- Acts as a liaison between customers and departments.
- May act as a backup to a customer service section and/or an administrative support section.
- Performs other duties as assigned.

SPECIFICATIONS:

KNOWLEDGE:
Requires a high school diploma or a GED.

EXPERIENCE:
One year of clerical/customer service experience is 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.

SPECIFICATIONS: (continued)

IMPACT OF ACTIONS:
Errors in work typically lead to minor inconvenience and costs. Work is typically performed under moderate to limited supervision with standard operating procedures. The incumbent functions under general review and at times autonomously, with the supervisor available to answer more difficult questions.

SUPERVISION EXERCISED:

Direct Supervision:
Involves general scheduling and review of work as a "working supervisor" or lead person.

Indirect Supervision:
No indirect reports.

CONTACTS:

Internal Contacts:
Level of internal contact is primarily with the clerical and technical staffs and occasionally with professionals and supervisors. 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 is physically comfortable, the individual has discretion about walking, standing, etc.

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