



100 Depot Ave.
PO Box 1006
Caliente, NV 89008
775-726-3131

Customer Service Clerk

FLSA Status: No
Safety Sensitive: No

Created: 11/07/24
Last Revised: 12/09/24

DEFINITION: Under close supervision, performs a variety of general clerical duties including typing/word processing, reception, and phone answering; files and performs errands of an official nature for other office staff. Provides internal and external customer service.

DISTINGUISHING CHARACTERISTICS: Position is an entry level job, and as such, performs general reception, support, and record maintenance duties at the direction of the supervisor. As experience is gained, incumbent works more independently within established guidelines. This level is distinguished from higher levels in the Administrative Support class by the focus on handling primarily routine and/or repetitive day-to-day tasks. Positions at this level are characterized by assignments which can be carried out by following clear guidelines and the availability of supervision in non-routine situations.

ESSENTIAL FUNCTIONS: *(Performance of these functions is the reason the job exists. Assigned job tasks/duties are not limited to the essential functions).*

1. Answers phones and handles customers who walk into the office, providing them with routine information and/or directing them to the appropriate department or individual staff person or elected official. Engages with the public and related field personnel, with courtesy and professionalism. Opens and distributes mail, processes outgoing mail.
2. Processes payments, prepare billing and receipts, prepares data and reporting as directed. All functions required for utility customers: establish new utilities, maintain customer files, prepares utility billing, prepares work orders, accepts payments through cash receipting, balance drawer, prepare deposits, open/close duties, etc.
3. Maintains database and files and prepares dog licenses, business licenses, building permits and conditional use permits.
4. Prepare correspondence, memos, forms, reports, and other materials from rough draft or general direction of the supervisor or senior staff.
5. Enters data into computer system or databases; records codes and verifies information for completeness and accuracy; maintains records, compiles data, and prepares reports and summaries in conformance with predetermined forms and procedures.
6. Searches files and records for information needed by other staff; sorts, categorizes, and files documents and records.
7. Makes copies of documents and reports; sends and delivers faxes; compiles figures for reports, budget submissions, and revenue/expense projections.
8. Run errands such as making bank deposits, picking up mail, reports, forms, and documents from other departments, organizational entities, etc.
9. Provides clerical assistance for special projects such as annual reports, board proposals, economic development initiatives, etc.
10. Perform any other related duties as assigned.

QUALIFICATIONS FOR EMPLOYMENT:

Knowledge, Skills, and Abilities: *(KSAs are the attributes required to perform a job; generally demonstrated through qualifying experience, education, or training.)*



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Knowledge of:

- Basic elements of English usage, grammar, spelling, and punctuation;
- Operation of basic office equipment such as fax machines, copiers, and personal computers;
- Principles of providing customer service to the public and to internal customers;
- Telephone and general reception procedures; and
- Basic record keeping and bookkeeping principles and practices.

Skill to:

- Accurately type at a rate sufficient to perform assigned duties;
- Format basic correspondence and reports following instructions and procedural manuals; and
- Maintain accurate files and records.

Ability to:

- Perform a broad range of clerical tasks following guidelines and instructions with accuracy and speed;
- Perform basic arithmetic calculations using a calculator;
- Learn and apply general office procedures and policies;
- Provide quality customer service including the ability to respond to the public and others in a courteous and respectful manner; and
- Provide factual information in person and over the phone consistent with the organization's policies, procedures, and guidelines.

Required Certifications and Licenses:

Possession of a valid driver's license or alternate means of travel.

Experience and Training:

Any combination of training, education, and experience that would provide the required knowledge, skills, and abilities. A typical way to gain the required knowledge, skills, and abilities is:

Possession of a high school diploma or equivalent and six months of general clerical experience performing a variety of office clerical tasks, including the use of a computer or any combination of training and experience that would demonstrate the desired knowledge and abilities of the position.

Physical and Mental Requirements:

The physical and mental requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of the job.

Strength, dexterity, and coordination to use keyboard and video display terminal for prolonged periods. Strength and stamina to bend, stoop, sit, and stand for long periods of time. Dexterity and coordination to handle files and single pieces of paper; occasional lifting of files, stacks of paper or reports, references, and other materials. Some reaching for items above and below desk level. Some reaching, bending, squatting, and stooping to access files and records is necessary. Light lifting (up to 25 pounds) is occasionally required. Ability to appropriately handle stress and interact with others including supervisors, coworkers, members of the public, and others. The ability to interact professionally,



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communicate effectively, and exchange information accurately. Maintain regular and consistent punctuality and attendance.

In compliance with applicable disability laws, reasonable accommodation may be provided for qualified individuals with a disability who require and request such accommodations. Applicants and incumbents are encouraged to discuss potential accommodation with the employer.

Working Conditions:

Work is performed under the following conditions:

Position functions indoors in an office type environment where most work is performed at a desk. Position may require occasional travel by car to carry out deliveries or pick up material. Working environment is generally clean with limited exposure to conditions such as dust, fumes, noise, or odors. Frequent interruptions to planned work activities occur.

Employee's Acknowledgment: I acknowledge that I have read the above job description and have received a copy for my records.

Employee's Signature

Date Signed