

City of Ithaca

Office of Human Resources / Civil Service

108 E. Green St. - Ithaca, NY - 14850

Phone: (607) 274-6539 / Fax: (607) 274-6574 / E-mail: hrdept@cityofithaca.org

JOB APPLICATIONS WANTED

TITLE: Customer Service Representative Trainee

LOCATION: City of Ithaca - Chamberlain's Office

SALARY: \$37,788, with subsequent increases to \$47,234

The City of Ithaca values diverse perspectives and life experiences. We encourage people of all backgrounds to apply, including people of color, women, LGBTQ+, veterans, people with disabilities, and those with lived experiences.

POSITION DESCRIPTION: The work involves responsibility for learning to accept, record, and process payments for various City invoices and services using multiple accounting software programs simultaneously. The work also involves accurately reconciling and balancing those payments on a daily basis. The incumbent undergoes on-the-job training in order to learn the diverse and various City functions handled by the City Chamberlain's Office, and by other City departments, in order to provide that information to customers. The work involves extensive face-to-face and telephone interaction with the public, including difficult or irate customers. The work is performed under the direct supervision of Customer Service Representatives or higher-level staff in accordance with well-defined office procedures. Does related work as required.

The term of appointment is limited to one year, during which time employees in this class are required to satisfactorily complete the necessary training. The training shall include both on-the-job training and classroom training related to customer service and/or the collection of receivables. Upon successful completion of the training term and the employee's probationary period, the employee is eligible for promotion to the position of Customer Service Representative without further examination.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma and two years of full-time paid customer service experience, or its part-time paid or verifiable volunteer equivalent, which shall have included experience as a cashier, teller, or similar position responsible for accepting, recording and/or reconciling payments.

RESIDENCY REQUIREMENTS: Applicants must be residents of Tompkins County.

EXAM REQUIREMENTS: A civil service exam will be required at a later date.

APPLICATION MATERIALS REQUIRED:

- City of Ithaca application
- Copy of high school transcript

Applications must be received by the City of Ithaca Human Resources Department no later than 4:30 PM EST on the last filing date indicated below. All applications must be submitted electronically through our online application program. We do not accept paper applications, faxed applications, e-mailed applications or photocopies of applications.

Submit required application materials by October 6, 2021:

City of Ithaca
Human Resources Department
Web site: <https://ithaca-portal.mycivilservice.com>



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