



*CITY OF URBANA*  
*Human Resources Division*

# CUSTOMER SERVICE ACCOUNT COORDINATOR

## JOB DESCRIPTION

<b>Department:</b> Human Resources/Finance	<b>Division:</b> Parking, Permits and Licenses
<b>Work Location:</b> Urbana City Building	<b>Percent Time:</b> 100%
<b>Job Type:</b> Civil Service	<b>FLSA Status:</b> Non-Exempt
<b>Reports To:</b> Deputy Finance Director	<b>Union:</b> Non-Union

## **JOB SUMMARY**

Under general supervision of the Deputy Finance Director, the Customer Service Account Coordinator coordinates various activities of the Parking, Permits and Licenses Division, to include training Customer Service Account Clerks and monitoring and reviewing the work of those employees; coordinating City insurance applications and renewals; maintaining leased vehicle files and vehicle registration system information; maintaining and updating license plate numbers and addresses; negotiating payment agreements; collection proceedings; processing accounts payable invoice payments; prepares payments and documentation to businesses, governmental entities and private citizens for property annexation, sales, rebate and tax agreements; process claims as they relate to equipment, vehicle and property damage; and performing all the duties and responsibilities of a Customer Service Account Clerk.

## **Distinguishing Characteristics**

The Customer Service Account Coordinator is distinguished from the Customer Service Account Clerk by the level of responsibility assumed and the complexity of duties assigned. Employees are required to be fully trained in all procedures related to assigned area of responsibility, to have a broad and detailed understanding of financial and administrative procedures and of City parking, permitting, and licensing operations; to have knowledge of City policies and procedures; to have good problem solving and organizational skills; and to have the ability to exercise sound judgment within established guidelines.

## **ESSENTIAL FUNCTIONS**

- Performs all duties and responsibilities of a Customer Service Account Clerk as needed; monitors and reviews the work of those employees, including the following:

- Responding to citizen questions and information requests, by phone, via email, and in-person regarding parking tickets, licenses, permits and parking rentals; accepting and screening various applications, collecting fees, and issuing licenses and permits as appropriate.
- Processing issued and paid parking tickets into computerized system; reconciling parking ticket payments to cash receipts; performing data entry of ticket payments into computer system; maintaining electronic files for parking tickets and manual filing system of issued and paid tickets.
- Processing various payments for taxes, fines, licenses and permits through electronic cash register; balancing cash receipts to revenue accounts; preparing cash register daily reports and bank deposit. Preparing petty cash forms; writing and signing checks from petty cash and mailing refunds for overpayment of parking fines, voided tickets, and other miscellaneous items.
- Reconciling permits, fines, and various other monthly revenue reports.
- Maintaining parking space rental files; processing rental payments.
- Preparing and distributing various parking permits for residential, contract and rental accounts. Receiving parking ticket complaints/disputes in writing, on line, by phone and in-person; reviewing all first level complaints received; responding to individual complaints by examining Local Traffic Code and Parking Ticket Policies and Procedures; determining appropriate responses in order to communicate disposition in writing to complainant; resolves or refers complaints, as appropriate.
- Preparing and mailing parking ticket notices using folding and inserting equipment and bulk mail procedures.
- Requesting registered owner and vehicle information from the Urbana Police Department for Parking Enforcement activities, such as vehicle impounds/immobilizations, nuisance vehicle reporting and registration information; sending out certified letters to property and/or registered owners for nuisance vehicle reporting.
- Maintaining information and databases on various personal computer software and mainframe programs; using internet technology to obtain information from various websites.
- Processing licensing for all Vehicles for Hire businesses and drivers; following up on non-compliant business owners and drivers and calculating and assessing late fees.
- Reviewing license applications for completeness and processes annual license payments; printing license and entering information into accounting system as needed.
- Assisting with the collection and audit of parking meters; generating various reports to support the meter audit; maintaining master meter key inventory.

- In conjunction with the Customer Service Account Clerks, maintains leased vehicle file and vehicle registration system information; enters data into and/or imports data from in state and out of state programs for computerized parking ticket program to reflect correct driver information as provided by leasing agencies and State Departments of Motor Vehicles.
- In conjunction with the Customer Service Account Clerks, and as part of the parking ticket collection process, maintains and updates license plate numbers and addresses; negotiates of payment agreements; prepares and processes information for collection proceedings, which may include: court complaint, state recovery programs, summons, driver's license suspension, vehicle impoundment and warrant to remove nuisance vehicles from private property. Works with various other City departments and divisions, including Community Development Services regarding nuisance complaints and the Legal Division on police impounds.
- Provides technical support and training to Customer Service Account Clerks.
- Coordinates City insurance applications and renewals.
- Procures parking related items including licenses, permits, and miscellaneous supplies as they pertain to the daily operations of the Finance Department.
- At the direction of the Deputy Finance Director, processes claims related to equipment, vehicle, and property damage; coordinates and corresponds with City departments, insurance companies, and citizens in order to quickly resolve each claim according to City policy.
- At the direction of the Deputy Finance Director, prepares payments and documentation to businesses, governmental entities and private citizens for property annexation, sales, rebate, and tax agreements; processes miscellaneous payments and documentation such as TIF surplus payments; coordinates the distribution of funds to the Library, Police, and Fire Pension Boards as directed by the Deputy Finance Director.
- Process accounts payable invoice payments for the HR and Finance Department.
- In the absence of the Administrative Assistant; processes payroll for the Human Resources and Finance Department following established procedures.
- At the direction of the Deputy Finance Director, coordinates the scheduling of the Parking, Permits and Licenses Division, which includes ensuring policy compliance with overtime and timekeeping for Customer Service Account Clerks and Parking Enforcement Officers and reviewing leave requests and timesheets for these employees.
- Maintains ongoing communication with supervisor, informing them of all pertinent problems, irregularities, new developments, changes and other important information within area of responsibility.
- Maintains strict confidentiality of sensitive information accessed in the course of duties.
- Performs other related duties as assigned.

## **JOB REQUIREMENTS**

*Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

### **Education & Experience**

- Completion of high school or equivalent and three (3) years of related office experience. Related experience is considered work in an office-type setting with frequent interaction with customers or the public.
- Two (2) years of experience in basic bookkeeping or other work involving financial records and accounts.
- An Associate's degree in Business, Accounting, or a related field is preferred.

### **Knowledge of**

- Standard office procedures such as filing, typing, duplicating materials; answering telephones and taking/sending written or electronic-mail messages; telephone etiquette; correct English usage, grammar and punctuation; proper spelling of commonly used words; operation of computers and other office machines; manual and computerized recordkeeping methods; basic math; reading skills sufficient to understand information and materials related to the assignment.
- Basic bookkeeping, financial record keeping, document acceptance and processing requirements, and/or information system maintenance related to the department and work unit where assigned.
- Policies, laws, rules, and regulations impacting the operations, transactions, and functions of the department and work unit where assigned

### **Ability to**

- Operate a calculator, cash register, credit card processor, fax machine, copy machine and various other office equipment.
- Work with the general public, at the customer service window and via telephone and online, to resolve complaints, receive payments, and provide information sometimes in difficult situations; ability to maintain professional attitude during confrontational situations with the public.
- Work effectively in an open office environment with frequent interruptions and distractions, a moderate noise level, fluctuating workloads at a consistently high level, requiring special processing of some cases, priority changes and schedule adjustments.
- Maintain composure and professionalism in difficult situations.
- Responsibly handle sensitive and confidential information and situations.

**Skills**

- Demonstrated proficiency of Microsoft Office software, including Word, Outlook, and Excel. Ability to learn additional computer systems, including parking-related software.
- High level of interpersonal skills to handle sensitive and confidential situations. Position continually requires demonstrated poise, tact and diplomacy.
- Some analytical ability is required in order to gather and summarize data for reports, find solutions to various administrative problems, and prioritize work.
- Work requires continual attention to detail in composing, typing and proofing materials, establishing priorities and meeting deadlines.
- Strong sense of honesty, integrity and ethics.
- Excellent command of the English language and grammar, business math, office practices and procedures, and operation of standard office equipment and software.
- Maintain high standards of accuracy and attention to detail in exercising duties and responsibilities; ability to exercise immediate remedial action to correct any deficiencies.

**Licenses, Certifications and Memberships Required**

- Must possess a valid State of Illinois driver's license or be able to obtain one within 15 days of employment.

**Security Level**

- Level CSH: essential functions require access to, or control over, cash, checks, credit cards, and/or credit card account information.

**Supervision received**

- Works under general supervision; develops procedures for performance of a variety of duties; or performs complex duties within established policy guidelines.

**Level and complexity of supervision exercised**

- This position is not responsible for supervising any staff positions.

**Responsible for:**

- Completing accurate transactions at the cash register and for reasonable safeguarding of fees, receipts, and monies collected.
- Accurately maintaining computer files and office filing system.
- Resolving or referring complaints involving parking tickets, fees and licenses, as appropriate.

**Contacts: Internal/External**

- Daily contact with personnel from other City departments.
- Daily contact with general public to answer questions, process parking ticket payments and complaints, issue licenses and/or permits and collect fees.
- Daily contact with Parking Enforcement Officers in order to answer questions, respond to requests for information, and to relay information from citizens.
- Contact when necessary with the City of Champaign in order to provide updates on Vehicles for Hire Businesses.

**Physical Demands and Working Conditions**

**Working Environment:** Work typically occurs in a standard office setting. The meter audit is performed during all types of weather and requires appropriate dress for outside temperatures and weather conditions.

**Physical Requirements:** Must be physically able to operate a variety of machinery and equipment including office machines such as computers, calculators, copiers, cellular telephones, two-way radios, etc. May be required to work beyond normal working hours to accommodate customers during times of crisis, including natural or man-made disasters.

**Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; visually inspect work in progress.

**Hearing:** Hear in the normal audio range with or without correction. Must be able to use a two-way radio.

*The physical demands and work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

*The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.*

*The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

**Class Specification History**

New classification: 10/27/2021

*For HR/Finance Use*

<b>Job Class Code</b>	<b>Pay Grade</b>
	35
<b>EEO Category</b>	
6- Administrative Support	