



CUSTOMER SERVICE ACCOUNT CLERK

JOB DESCRIPTION

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

JOB SUMMARY

Receives and processes parking tickets issued and payments received into a computerized system; balances cash register to revenue accounts; processes parking ticket complaints into a computerized system; maintains receivable ledger for parking space rentals; balances various monthly revenue reports; and answers questions and information requests regarding parking tickets, licenses and permits via telephone, e-mail and at the customer service window.

ESSENTIAL FUNCTIONS

- Responds to citizen questions and information requests, by phone, via email, and in-person, regarding parking tickets, licenses, permits and parking rentals; accepts and screens various applications, collects fees, and issues licenses and permits as appropriate.
- Processes issued and paid parking tickets into computerized system; reconciles parking ticket payments to cash receipts; performs data entry of ticket payments into computer system; maintains electronic files for parking tickets and manual filing system of issued and paid tickets.
- Processes various payments for taxes, fines, licenses, and permits through electronic cash register; balances cash receipts to revenue accounts; prepares cash register daily reports and prepares bank deposit.
- Prepares petty cash forms; writes and signs checks from petty cash and mails refunds for overpayment of parking fines, voided tickets, and other miscellaneous items.
- Reconciles permits, fines, and various other monthly revenue reports.
- Maintains parking space rental files; processes rental payments.

- Prepares and distributes various parking permits for residential, contract, and rental accounts.
- Receives parking ticket complaints/disputes in writing, on line, by phone and in-person; reviews all first level complaints received; responds to individual complaints by examining Local Traffic Code and Parking Ticket Policies and Procedures; determines appropriate responses in order to communicate disposition in writing to complainant; resolves or refers complaints, as appropriate.
- ~~As a backup for the Administrative Assistant, p~~Prepares and mails parking ticket notices using folding and inserting equipment and bulk mail procedures.
- ~~In the absence or at the request of the Administrative Services Manager, r~~Requests 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; sends out certified letters to property and/or registered owners for nuisance vehicle reporting.
- Maintains strict confidentiality of sensitive information accessed in the course of duties.
- ~~access to information is confidential and sensitive in nature and is not shared with the public or personnel outside of the Finance Department.~~
- Maintains information and databases on various personal computer software and mainframe programs. Uses internet technology to obtain information from various websites.
- ~~Responsible for~~Processes licensing for all Vehicles for Hire businesses and drivers; ~~information and documentation collected is multipart and layered with a wide range of reporting and documenting; must pay close attention to due dates and expiration dates and the timing of information needed; must have a thorough understanding of the Vehicles for Hire Code of Ordinance;~~ responsible for following up on non-compliant business owners and drivers and for calculating and assessing late fees.
- ~~Reviews license applications for completeness and P~~processes annual license payments.; ~~P~~rints license and inputs information into accounting system as needed.
- ~~Assists the Public Works Dept. – Meter Maintenance Division with the monthly collection and audit of parking meters. Generates~~Run various reports to support the meter audit.
- Maintains master meter key inventory.
- ~~Through time, acquire a working knowledge of city ordinances regarding parking tickets, licensing and various fine schedules~~
- ~~Performs other related duties as assigned.~~
- In conjunction with the Customer Service Account Coordinator, performs the following duties:
 - ~~M~~maintaining the 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.
 - ~~As part of the parking ticket collection process, in~~maintainings and updatingtes license plate numbers and addresses in software; negotiat~~es~~ion of payment agreements; and prepares and processes information for collection proceedings; which may include: court

complaints, state recovery programs, summonses, driver's license suspensions, vehicle impoundments, and warrants to remove nuisance vehicles from private property. Works with various other City departments, including the Community Development Services Department regarding nuisance complaints and the Legal Division department regarding police impounds.

- Performs other related duties as assigned.

This information is intended to be descriptive of the key responsibilities of the position. ~~The following~~ These examples do not identify all duties performed by any single incumbent.

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 one (1) year of related office experience~~Knowledge and abilities typically acquired through graduation from high school including office procedures, personal computer skills, business math. Related experience is considered work in an office-type setting with frequent interaction with customers or the public.~~

- One (1) year of bookkeeping or cash handling experience.

~~and one (1) years of work experience involving office procedures, work with the public, and/or bookkeeping.~~

Knowledge of

- Business English, spelling and punctuation to enable composition of brief business letters.
- City ordinances and codes regarding parking tickets, licensing, and various fine schedules.
- Standard office processes and procedures.

Ability to

Operate a calculator, cash register, credit card processor, fax machine, copy machine and various other office equipment.

~~Proficiently use Microsoft office software including MS Excel and MS Word.~~

- ~~Proficiently use various parking related software programs.~~
- 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.

- ~~___Type forty (40) words per minute.~~
- Maintain composure and professionalism in difficult situations.
- Responsibly handle sensitive and confidential information and situations.
- 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.

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.

~~**Interpersonal skills**— Ability to remain calm and professional under pressure and communicate verbally in a clear, concise and efficient manner. Ability to accept change by demonstrating a positive attitude when changes occurs. Ability to communicate effectively with a wide variety of people with different socioeconomic status, educational levels, interests and emotional condition during the communicating and service needs that include occasional confrontational conditions and tensions in citizens. Ability to maintain a professional attitude and approach to communications under occasional periods of verbal abuse from customers. Ability to maintain excellent attendance and flexibility in scheduling. Ability to meet office objectives, daily talk times.~~

~~**Presentation/communication skills**— Working knowledge of business office practices, of English grammar, spelling, punctuation and composition and of arithmetic. Ability to understand and effectively apply complex oral and written instructions and procedures.~~

~~**Regulatory knowledge**— Knowledge after training, of department functions, responsibilities, and organizational structure. Ability to understand and comprehend the meaning of legal language of a variety of statutes and the administrative language of rules, regulations, and procedures, and to commit to recallable memory the primary factors of each that are pertinent to customers for obtaining permits and licenses, and the ability to answer questions around laws and ordinances.~~

~~**Organizational skills**—Ability to 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.~~

~~**Computer systems /software**—Skill in operating a personal computer accurately using database, word processing and spreadsheet software. Ability to learn procedures for and to effectively operate specialized equipment and programs. Ability to acquire knowledge of operation of a telephone and department programs and policies in a timely manner.~~

~~**Quality of Work:** Maintains high standards of accuracy and attention to detail in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interacts with all City departments and divisions, co-workers and the general public.~~

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.

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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.~~
- ~~No supervisory responsibility.~~
- _____

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.

Supplemental Information

Working Environment: Work typically occurs in a standard office setting. The monthly 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, ~~typewriters~~, 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

General revision: 8/23/2010

[General revision: 10/27/2021](#)

For HR/Finance Use

Title — Code Job Class Code	Pay Grade 30
0194320	
EEO Category 6– Administrative Support	