



RECRUITMENT ANNOUNCEMENT

Job Title: **CUSTOMER SERVICE REPRESENTATIVE**

Pay Range: \$ 12.50 - \$20.00/hr

Recruitment Closes: Applications must be received by **5:00 p.m., Friday, February 17, 2012** in order to be considered. Applications received after that date will not be considered. **All applications must be made on an ACDA employment application available on-line at www.easyparkalaska.com.** Applications may be faxed, mailed or presented in person.

Job Summary: A Customer Service Representative may perform a variety of administrative, customer relations, receptionist or data entry duties and may rotate through various work assignments. Work is performed in support of daily revenue collection activities which may include parking citations/infractions, permits, meter bag rental and other related activities. Duties may also include: researching case histories; compiling and distributing information; interfacing with courts and law enforcement agencies; linking and merging files and data bases; addressing customer issues in person, electronically or by telephone. Work includes handling confidential, sensitive and personal financial information regarding customers.

The immediate opening will conduct extensive research into a secure database to link citations and infractions to registered vehicle owners; obtain updated registered owner addresses; and merge duplicate customer accounts. Highly developed word processing and data entry skills are essential.

Essential Duties:

- Receives and processes payments for parking citations/infractions and other sources; maintains safe and cash drawer and performs other revenue transactions.
- Responds to customer issues orally or in writing and attempts to resolve concerns.
- Coordinates with other agencies regarding the maintenance of ACDA group parking program and associated services (includes data entry and group payments).
- Prepares routine correspondence and letters using personal computers; maintains general correspondence files.
- Refers unpaid ACDA parking infraction notices for collection.
- Schedules hearings for Alaska Court System; notifies cited individuals of hearing dates; attends hearings and coordinates with court clerks as needed.
- Operates multi-line telephone system; determines nature of call; directs callers to appropriate persons, departments or agencies; routes calls to appropriate personnel or takes messages. Responds to routine inquiries and other information as appropriate.
- Facilitates internal messages and telephone transfers; places outgoing telephone calls as needed; sends and/or received fax messages.
- Operates TDD, TTY or message relay services when available for the hearing impaired.
- Processes incoming and outgoing mail; maintains postal supplies; monitors postage meter and



ensures sufficient funding to meet postal needs.

- Conducts extensive research into a secure database to link citations and infractions to registered vehicle owners; obtain updated registered owner addresses; and merge duplicate customer accounts.
- Performs other related duties as required.

Minimum Education and Experience Requirements: Any combination of education and experience equivalent to six (6) months of customer service experience in challenging situations, administrative, secretarial, accounting and/or business experience including experience with personal computers using Word, Excel and specialized software programs. The selected applicant must successfully complete a mandatory State of Alaska background investigation. This opening requires exceptional word processing and data entry skills.

Physical Requirements: Duties require sitting for 75% of the workday or more and also includes standing, walking, bending, reaching, pulling, lifting up to 25 pounds, seeing, speaking, hearing, and manual dexterity for personal computer operations.

Work Environment: Work is performed in office environment with light to moderate noise level. Daily contacts include a wide variety of persons representing diverse economic and ethnic communities and may involve dealing with abusive, aggressive, or unpredictable behavior. Current recruitment is requires long hours working with a computer monitor.

Fringe Benefits: ACDA offers a generous fringe benefit package including: medical, dental, vision, prescription, life, short-term disability and long term disability insurances; 10 paid holidays; Paid Time Off (leave); and, a retirement program under the Alaska Public Employees Retirement System.