

Job Title: **Customer Service Representative I**

Classification: **Non-Exempt**

Department: Veteran's Cemetery



Supervisor: CSR III/Director

Effective: 01/04/2022

I. JOB SUMMARY:

Works in close collaboration with the Customer Service Representative Team to coordinate office operations; serves as a primary initial contact with outside service providers and the general public; serves as a representative of the Veteran Cemetery at committal services, provides information to customers, visitors and the general public, enters data and facilitates/performs pre-registration processes; assures proper and timely filing and storage of records, files and reports; monitors and maintains office supplies and office equipment; supervises, schedules, coordinates and trains volunteers to assist with answering phone calls, greeting and assisting the public and completing preregistration documents; grounds, assists with building and infrastructure servicing, maintenance and repair activities as needed. The City of Mission will follow the Veterans Administration and National Cemetery Administration standards of operations and appearance.

II. EDUCATION & EXPERIENCE REQUIREMENTS:

- High school diploma or G.E.D. is required.
- Must have knowledge and experience with Microsoft Office Applications.
- Must be able to communicate proficiently in the English and Spanish language.

III. EMPLOYMENT REQUIREMENT:

- Applicant will be subject to a complete background investigation. Incomplete, inaccurate and/or failure to report information will cause the applicant rejection from consideration.
- Applicant must take and pass a pre-employment drug, physical and pre-placement screening administered by the City of Mission appointed physician at the City's expense.
- Must have a current valid class "C" Driver License from the Texas Department of Public Safety with no more than two (2) moving traffic violations within the past two (2) years.

IV. SKILL ABILITY REQUIREMENT:

- Ability to follow a firm work schedule as directed by supervisor.
- Ability to compute, maintain and prepare complex records correctly, insuring confidentiality.
- Ability to perform work that is routine and detailed.
- Ability to perform a wide variety of different types of tasks without the variety itself causing a loss of efficiency.
- Ability to speak and write clearly and accurately (to include correct spelling) in the English language.
- Ability to perform work tasks with minimal supervision.

- Ability to deal with public relation issues and citizen inquiries tactfully, courteously and in a business matter.
- Ability to maintain effective working relationships with office staff, auxiliary, departments, elected officials, and the public.
- Ability to make decisions based on available data/criteria, laws and regulations and city policy.
- Ability to respond to public inquiries in a timely manner and to communicate effectively.

V. EQUIPMENT/MATERIALS: General office and safety equipment/materials to include but not limited to the following:

- | | |
|---------------------|--------------------|
| • Personal computer | • Laptop |
| • Keyboard | • Printer/Scanner |
| • Telephone | • Fax Machine |
| • Calculator | • City Vehicle |
| • Personnel Policy | • Various Computer |
| • Manual | • Software |

VI. ESSENTIAL JOB FUNCTIONS:

- Ability to become familiar with the National Cemetery Administration's regulation, policies, and procedures.
- Ability to become familiar with the VA/NCA guidelines regarding veterans' data and information sharing, placement and tracking of remains, placement and tracking of government headstones/markers and overall aesthetics of the cemetery.
- Knowledge of office practices and administrative procedures.
- Able to type 50 wpm and have good filing skills.
- Proficient in working with personal computer, and general office equipment.
- Answer telephone with clear, courteous, and business voice, and directs the calls to the appropriate destination to expedite response.
- Maintains comprehensive files, records, documents, and plans related to the operations and performance of the department.
- Takes detailed customer service information, solves problems or follows up to insure customer concerns are followed up on by proper staff personnel.
- Performs independent work assignments for the department under broad guidelines with minimum direction that are of a complex nature.
- Performs all job functions with special attention placed on good public relations, safety, and proper office procedures in compliance with all policies.
- Become familiar with Chapter 164 of the Texas Natural Resources Code.
- May be called upon to provide interment services in a dignified and respectful manner in accordance with industry standards.
- Subject to on-call assignment to support critical business functions after normal hours and as needed. Other duties as assigned.

VII. NON-ESSENTIAL JOB FUNCTIONS:

- Attend and assist special events when necessary.

VIII. WORK ENVIRONMENT:

Exposure to the following environmental conditions are required for this job.

	None	Amount of Time		
		Under 1/3	1/3 to 2/3	Over 2/3
Wet humid conditions (non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions		X		
Extreme cold (non-weather)	X			
Extreme heat (non-weather)	X			
Risk of electrical shock	X			
Work with explosives	X			
Risk of radiation	X			
Vibration	X			
Extreme Noise	X			

IX. MANUAL DEXTERITY:

Both fine and gross hand manipulation are required to perform essential job functions. Gross hand manipulation is utilized to grip a series of files and reposition a keyboard to different computer stations. Fine finger dexterity is required to hand write notes, fill out forms, type reports, letters, and memos, input data in computer, and document information needed for day to day tasks.

X. PHYSICAL DEMAND ANALYSIS:**MATERIAL HANDLING ACTIVITIES**

Tasks	Weights	Frequency	Performance
LIFTING	Up to 5 lbs	F	Policy manuals, record binders, note books
	6-10 lbs	O	Storage boxes where files are stored.
	11-20 lbs	O	Storage boxes where files are stored.
	21-25 lbs	O	Floor to knuckle and shoulder-file boxes
	26-50 lbs	N	
	51-75 lbs	N	
	76-100 lbs	N	
	Over 100 lbs	N	
CARRYING	Up to 5 lbs	F	Policy manuals, record binders, note books
	6-10 lbs	O	Storage boxes where files are stored.
	11-20 lbs	O	Storage boxes where files are stored.
	21-25 lbs	O	Floor to knuckle and shoulder-file boxes
	26-50 lbs	N	
	51-75 lbs	N	
	76-100 lbs	N	
	Over 100 lbs	N	
PUSH/PULLING	Up to 5 lbs	F	File cabinet drawers to put away and retrieve files.
	6-10 lbs	F	File cabinet drawers to put away and retrieve files.
	11-20 lbs	N	
	21-25 lbs	N	
	26-50 lbs	N	
	51-75 lbs	N	
	76-100 lbs	N	
	Over 100 lbs	N	
N-Never O-Occasional 1-33% F-Frequently 34-66% C-Constant 67-100%			

NON-MATERIAL HANDLING ACTIVITIES

Task	Frequency	Performance
CLIMBING	F	Entrance stairs
BALANCING	F	Books, reports, boxes, binders, notebooks
STOOPING (bending at waist)	O	Pick up boxes of files to review data.
KNEELING (one or both knees)	O	Pick up papers that fall to floor.
CROUCHING (bending at hips/knees)	F	Retrieve daily correspondence and agency files.
CRAWLING	N	
REACHING	C	Within desk area and file cabinet. Partial to full arm extension.
TWISTING/TURNING (rotation)	O	180 degrees to access printer and retrieve files.
HANDLING (manipulated objects)	F	Telephone, typewriter, papers, reports, pens, office supplies
FINGERING (finger dexterity)	C	Typing letters, memos and statistical reports.
STANDING	C	Fax documents, retrieve clerical supplies
WALKING	C	Within office and other offices within dept. up to 50'.
GRASPING (whole hand activities)	F	Telephone, files, books, and reports
SITTING	C	Answering phones, reviewing correspondence, utilizing computer
N-Never O-Occasional 1-33% F-Frequently 34-66% C-Constant 67-100%		

I _____ understand the physical demands, work environment factors and mental functions of this job. I can fulfill the essential functions of this position as described in this job description.

Signature_____
Date