



CITY OF URBANA
Human Resources Division

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:	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.

Customer Service Account Clerk

- 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.
- Prepares and mails parking ticket notices using folding and inserting equipment and bulk mail procedures.
- 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.
- Maintains information and databases on various personal computer software and mainframe programs. Uses internet technology to obtain information from various websites.
- Processes licensing for all Vehicles for Hire businesses and drivers; responsible for following up on non-compliant business owners and drivers and for calculating and assessing late fees.
- Reviews license applications for completeness and processes annual license payments. Prints license and inputs information into accounting system as needed.
- Assists with the collection and audit of parking meters. Generates various reports to support the meter audit.
- Maintains master meter key inventory.
- In conjunction with the Customer Service Account Coordinator, performs the following duties:
 - Maintains 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, maintains and updates license plate numbers and addresses in software; negotiates 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 regarding police impounds.
- Performs other related duties as assigned.

This information is intended to be descriptive of the key responsibilities of the position. 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. 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.

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.
- Work with the general public, at the customer service window, 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.
- 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.

Customer Service Account Clerk

- 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.

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.

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.

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, 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

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EEO Category 6– Administrative Support	