

## CITY OF SHENANDOAH, TEXAS - Job Description

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November 2015

JD No. 11-11

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### **Identification:**

**Position Title:** Senior Customer Service Representative over permitting  
**Department:** Finance  
**Supervises:**  
**Immediate Supervisor:** Finance Director  
**FLSA:** Exempt  
**Pay Grade:** EX-1

### **Job Summary:**

This position serves as the supervisor for the customer service front desk and oversees the permitting process and municipal court function. This position also serves as the court clerk. The person in this position provides service to customers by consulting with developers regarding construction projects and/or sign installation, coordinating the municipal court schedule and consulting with the court judge and prosecutor. This position shall attend all council meetings.

### **Principal Duties and Responsibilities:**

- Supervises and leads Customer Service Representatives;
- Reviews sign permits;
- Provides customer service to all internal and external customers;
- Works with contractors and residents regarding permitting issues;
- Creates and submits required court reports;
- Monthly balancing of all sub ledgers;

### **Required Knowledge, Skills and Abilities:**

- Ability to keep records and generate reports;
- Establish and maintain effective working relationships with employees and the general public;
- Intermediate computer skills and ability to learn various software systems;
- Knowledge of utility billing, permits and court functions;
- Ability to read and understand code books and ordinances;
- Knowledge of fund accounting and cash balancing;
- Knowledge of Incode preferred;
- Knowledge of construction permits preferred.

### **Education, Certification and Experience Required:**

- High school diploma or GED
- Administrative and general office skills
- At least three years experience

### **Machines, Tools, Equipment and Work Aides:**

General office and computer equipment including, but not limited to, switchboard, postage machine, fax machine, binding machine, printers, scanners and copiers.

### **Physical and Environmental Conditions:**

The physical demands and work environment is representative of those that must be met by an employee to successfully perform the essential functions of this job or which the employee will encounter. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Duties are performed indoors in a specified workspace. Some light work requiring occasionally lifting up to

20 lbs. to move objects. The employee must have normal vision, hearing and understandable articulation. Work may also require stooping, kneeling, crouching, standing, walking, pushing, and pulling.

**Special Requirements:**

N/A

*This job description is not an employment agreement or contract. The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position. Due to major duty changes, technology and service demands and other events, the City of Shenandoah has the exclusive right to alter this job description at any time. In the event your job description changes you will be notified and provided a copy for your signature.*

**Signature/Approval:**

\_\_\_\_\_  
*Employee*

\_\_\_\_\_  
*Date*

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*Department Director/Supervisor*

\_\_\_\_\_  
*Date*