



Code: 0235

Family: Accounting and Finance

Service: Administrative

Group: Clerical, Accounting, and General Office

Series: Cash Receiving and Disbursing

CLASS TITLE: PAYMENT SERVICES REPRESENTATIVE

CHARACTERISTICS OF THE CLASS

Under general supervision, provides customer service at a City payment center and accepts and processes payments for City taxes, business and animal licenses, vehicle stickers, parking citations, warrants for collection, and other fees and services, and performs related duties as required

ESSENTIAL DUTIES

- Provides information and responds to inquiries from customers regarding revenue ordinances, billings, fines, and penalties assessed for late payments, rights of appeal, and payment procedures
- Interviews customers to obtain information regarding billing or service complaints and questions
- Reviews computerized account and payment history records to research complaints, provide information regarding payment status, and make adjustments to correct billing or payment discrepancies
- Reviews customer billing and payment owed documents, accepts payments, and issues receipts for various transactions including City taxes, license and emergency medical fees, parking citations, water and sewer bills, and related fines
- Accesses appropriate screens on computerized cashier equipment to record and code payments by type of transaction and update and credit customer account records
- Reconciles and balances cash, checks, and credit card payments with billing and payment transaction documents
- Prepares daily transaction reports of total monies received and ensures the proper coding of transactions and crediting of accounts
- Re-calculates dollar amounts owed to ensure accuracy of payments received
- Refers clients to appropriate City departments or departmental divisions to obtain information and resolve payment disputes

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Two years of experience in customer service, cashiering or clerical work, or an equivalent combination of education, training, and experience

Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer)
- Adding machine
- Cash register

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**Knowledge**

Moderate knowledge of:

- *customer service techniques
- applicable computer software packages (e.g., accounting software, data management software) and applications
- applicable mathematical principles and applications
- *cashiering methods, practices, and procedures

Some knowledge of:

- City tax and business license ordinances and fee requirements
- revenue security methods, practices, and procedures

Knowledge of applicable City and department policies, procedures, rules and regulations

Skills

- *ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- *ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- *CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- *MATHEMATICS - Use mathematics to solve problems

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- WORK WITH NUMBERS - Add, subtract, multiply, or divide quickly and correctly

Other Work Requirements

- INITIATIVE - Demonstrate willingness to take on job challenges
 - COOPERATION - Be pleasant with others on the job and display a good-natured, cooperative attitude
 - ADAPTABILITY/FLEXIBILITY - Be open to change (positive or negative) and to considerable variety in the workplace
 - ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
 - ANALYTICAL THINKING – Analyze information and using logic to address work or job issues and problems
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All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
November, 2013