



**CITY OF HAWTHORNE
HUMAN RESOURCES DEPARTMENT
CUSTOMER SERVICE REPRESENTATIVE**

GENERAL PURPOSE

Under direct supervision, performs routine and repetitive, unskilled and semi-skilled manual work and basic clerical support work; and other related duties as assigned.

SUPERVISION RECEIVED:

This position reports to a division head, manager or designee.

SUPERVISION EXERCISED

None.

ESSENTIAL DUTIES AND RESPONSIBILITIES

(The functions are representative and may not be present in all positions in the class. Management reserves the right to add, modify, change or rescind related duties and work assignments.)

1. Operates photocopier machines; may perform basic maintenance and troubleshooting of copiers during the course of operating the copiers.
2. Operates central telephone switchboard and provides information to the general public and City employees on a relief basis.
3. Completes print assignments by sorting, collating, binding and/or stapling printed materials; moves printed materials and boxes.
4. Processes mail by picking up, sorting and distributing internal/external City mail; may drive to the Post Office to deliver and pickup mail as well as deliver mail to other City facilities on an as needed basis.
5. Lifts and replaces water bottles in drinking water dispenser units throughout City Hall.
6. Delivers and stocks paper supplies for copier machines at various locations in the City.
7. Performs related duties as required.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

Completion of high school or GED to ensure the ability to read and write at the level required for successful job performance and six months of full-time experience performing clerical work.

Necessary Knowledge, Skills and Abilities:

- Basic office practices, procedures and the operation of photocopier machines and their features such as sorting, collating and stapling.
- Proper techniques in lifting and other appropriate on-the-job safety practices and procedures.
- Basic recordkeeping methods.
- Basic telephone techniques and etiquette in operating the main switchboard.
- Interpersonal skills using tact, patience and courtesy.
- Learn to operate a main switchboard, mailing machine, postage meter and postage scale equipment.
- Perform manual labor involved in the pick up and/or delivery of papers and other materials needed for reproduction services.
- Communicate with City Employees and/or the public in a clear, tactful, and courteous manner.
- Learn assigned office tasks and perform basic arithmetical computations correctly.
- Be trained to learn basic troubleshooting and maintenance of photocopier machines and drinking water dispenser units.
- Understand and carry out oral and written directions.
- Learn the functions of each City work group and identify employees and their work location.
- Establish and maintain effective working relationships with fellow City employees and the general public.
- Performs clerical duties of minimal difficulty such as sorting papers, taking messages and filing out forms.

PHYSICAL REQUIREMENTS AND WORKING CONDITIONS:

Employee accommodations for physical disabilities will be considered on a case-by-case basis.

Positions in this class normally:

- Perform lifting, pushing and/or pulling of objects that may exceed 50 pounds, on an occasional basis.
- Require mobility of arms to reach and dexterity and strength of hands to grasp and manipulate small objects.
- Require to stand, stoop, reach, twist and bend.
- Perform work around noise and moving mechanical parts (photocopier machines)
- May work with non-hazardous chemicals/solvents used in photocopier machines such as toners and glass cleaners.
- Perform work that requires standing for prolonged periods of time as in operating photocopier machines; perform sedentary work as relief receptionist.
- May be required to use City vehicle in the course of employment.
- Require vision (which may be corrected) to read small print.
- Are subject to inside and outside environmental conditions.

LICENSE OR CERTIFICATE

Possession of a valid California Class C driver's license. Employees in this classification will be enrolled in the Department of Motor Vehicles (DMV) Government Employer Pull Notice Program which confirms possession of a valid driver's license and reflects driving record.