



ALLENTOWN PARKING AUTHORITY CUSTOMER SERVICE REPRESENTATIVE

The Customer Service Representative is responsible for all work in the Customer Service Department.

The Customer Service Representative reports directly to the Customer Service Manager.

DUTIES INCLUDE BUT ARE NOT LIMITED TO:

Act as a Customer Service Representative; answer phones, take complaints, assist customers, and respond to questions. Work as a cashier at the front window receiving and recording payments, selling permits, etc. Input police tickets and names and addresses in the computer, in a timely manner. Understand and be able to convey all aspects of the APA operations to customers. Performs other duties, including those of other classifications, as assigned and/or as conditions warrant.

REQUIREMENTS:

- Employee must have excellent customer relations skills.
- Employee must have prior Customer Service experience.
- Employee must possess excellent computer knowledge.
- Employee must be responsible.
- Employee must be self-disciplined.
- Employee must possess professional appearance and behavior.
- Employee must be able to organize and complete assigned tasks.
- Employee must have general office experience including phone procedures, some expertise in MS Word and Excel, and Outlook and use of general office equipment.
- Employee must have a High School diploma or equivalent.
- Employee must have a valid driver's license.

PAY RATE: FULL TIME - \$20.00 PER HOUR

Printed Name: _____

Signature: _____ Date: _____