



## **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: \$17.00 PER HOUR (\$0.50 increase upon completion of 90 day introductory period)**

The Allentown Parking Authority is an affirmative action/equal opportunity employer and does not discriminate on the basis of age, color, disability, gender, gender identity, marital status, national or ethnic origin, race, religion, sexual orientation, or veteran status.