



## CLASS TITLE | CITIZEN SERVICES SPECIALIST I

PAY GRADE: OT-16 | [www.cityoftulsa.org/pay](http://www.cityoftulsa.org/pay)

Effective Date: 03/04/26

CLASS CODE: 6577

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**\*\*THIS CLASSIFICATION INCLUDES A PAY INCREASE OPPORTUNITY - OUTLINED BELOW\*\***

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**PURPOSE OF THE CLASSIFICATION:** Under general supervision, performs a variety of specialized functions related to customer service and collection of funds from the general public for the City of Tulsa including revenue payment processing as well as basic accounting and clerical tasks; and performs other related duties as assigned.

### **ESSENTIAL TASKS:**

- Interacts with internal and external customers to provide the appropriate level of response to inquiries, issues of concern, requests for information or explanation related to payments due to the City of Tulsa
- Investigates customer complaints, disputes, and inquiries while adhering to ordinances and policies; refers matters requiring policy interpretation, or technical expertise to management
- Understands, educates and explains ordinances and policies related to Municipal Court revenues or utility billing payments
- Processes payments accurately, collects various types of tenders, performs mathematical calculations, enters data, returns change and issues receipts
- Counts and balances the cash drawer, reconciling amounts in the drawer with transaction reports
- Resolves cash balance discrepancies, secure receipts, records and prepares deposits of daily receipts in accordance with established policies and procedures
- Proficient in the use of appropriate software to enter data, process transactions and provide consistent, accurate and timely records and information
- Must report to work on a regular and timely basis

**Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.**

### **QUALIFICATIONS:**

Training and Experience: Must meet the following criteria:

- (a) Graduation from high school or possession of a General Educational Development (GED) Certificate; **and,**
- (b) One (1) year of experience relevant to the essential tasks listed in this job description; **including,**
- (c) One (1) year cash handling experience or experience in a closely related work field involving high volume customer contact



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### **PROGRESSION OPPORTUNITY**

**Employees requesting a progression increase must not be on a City Performance Improvement Plan at the time of the request.**

Employee will be eligible for progression to Citizen Services Specialist II after successful completion of the following criteria:

- Twelve (12) months experience as Citizen Services Specialist I
- Successful completion of internal training manual and applicable quiz to exhibit mastery of utility revenue payments and integral utility transactions, including but not limited to establishing and moving/transferring services, deposits, refuse, stormwater, EMSA, payment arrangements, SBA-Winter Quarterly averages, and leaks/peaks.
- Successful completion of 6-8 weeks on-the-job training, processing General Revenue, Municipal Court, and Permitting/Licensing based payments
- Attends four (4) hours at Municipal Court to observe the practices of Judges
- No overages or shortages to equal 12 in one year (average 1 per month)
- No more than two (2) errors per month when entering information in Juris, TCA or CPA systems
- Successful completion of Revenue Processing quiz

#### Knowledge, Abilities and Skills:

Knowledge of:

- Good knowledge of commercial arithmetic
- Good knowledge of basic clerical duties and cash handling practices
- Good knowledge of utility billing, or Municipal Court/parking citation procedures

Ability to:

- Operate cash registers, calculators, make arithmetic computations and tabulations with speed and accuracy
- Learn assigned clerical tasks readily and adhere to prescribed routines
- Operate general office equipment
- Understand and follow verbal and written directions
- Remain calm and composed during stressful situations and provide guidance

Skill in:

- Communicating clearly both verbally and in writing
- Application of effective customer service principles



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- Operation of a computer, proficient in Microsoft Office applications
- Developing and maintaining positive and effective interpersonal relationships
- Conflict resolution and problem-solving skills

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard, ten-key and telephone; occasional lifting up to 20 pounds; occasional pushing and pulling up to 10 pounds. May be subject to extended periods of standing, bending, reaching, walking, balancing, kneeling, handling and twisting, and repetitive movements; and vision, speech, and hearing sufficient to perform the essential tasks.

Licenses and Certificates: None required.

**WORKING ENVIRONMENT:** Working environment is primarily indoors in a fast-paced office setting; requires use of telephone and other office equipment; and subject to rotating eight (8) hour shifts and overtime including Saturdays and night court.

**EEO Code: N-05**

**Group: Clerical and Administrative**

**Series: Clerical**