



CLASS TITLE | CITIZEN SERVICES SPECIALIST II

PAY GRADE: OT-17 | www.cityoftulsa.org/pay

Effective Date: 03/04/26

CLASS CODE: 6578

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, 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 various payments due to the City of Tulsa
- Investigates and resolves customer complaints, disputes, and inquiries while adhering to ordinances and policies; resolves matters requiring policy interpretation, or technical expertise before referral to management
- Understands, educates, and explains ordinances and policies related to all revenues collected
- Proficient in assisting walk in customers at multiple City facilities with questions and payments related to all City invoices, citations, statements and bills and processing all associated payments
- Assists in the training of new employees, as requested by management
- Assists with audits of cash and receipts, as well as the maintenance of databases and records
- Assists with various back office and administrative tasks related to general revenue collection, Municipal Courts, and Utility Billing
- 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 one of the following criteria:

- (a) Graduation from high school or possession of a General Educational Development (GED) Certificate; **and,**
- (b) Two (2) years of experience relevant to the essential tasks listed in this job description; **including,**



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(c) Two (2) years cash handling experience or experience in a closely related work field involving high volume customer contact

Knowledge, Abilities and Skills:

Knowledge of:

- Good knowledge of commercial arithmetic
- Good knowledge of ordinances and policies related to City revenues
- Good knowledge of basic clerical duties and cash handling practices
- Good knowledge of utility billing procedures, City licensing practices, fees and taxes collected and Municipal Court/parking citations

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
- Exercise independent judgement
- 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
- Operation of a computer, proficient in Microsoft Office applications
- Communicating across a diverse group of internal and external customers professionally
- 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 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 if 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



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Group: Clerical and Administrative
Series: Clerical