



# CITY OF BUFFALO



## Please Post

### Notice of Anticipated Vacancy

Division of Citizen Services

#### **Complaint Clerk** **Temporary**

Salary \$38,303 – 42,094

**All applicants must apply in writing for the above position and specifically detail all experience and qualifications related to the position (see attached job spec).**

The resume is to be submitted to

Oswaldo Mestre Jr., Director  
Division of Citizen Services  
218 City Hall  
65 Niagara Square  
Buffalo, NY 14202

**Resumes must be received before the close of business on**  
**October 7, 2021**

Attachment: "Complaint Clerk" Job Description, Duties and Qualifications

Posted September 24, 2021

## **DISTINGUISHING FEATURES OF THE CLASS**

An incumbent to a position in this class performs general routine work, handling numerous telephone calls and e-mails, requiring a high degree of courtesy and professional service to callers. S/he operates a centralized computer based referral system for citizen complaints and requests for service. S/he operates a centralized computer-based referral system for citizen complaints and. Work assignments and procedures are fixed, and direct supervision is received from the Office Manager. No supervisory duties are performed.

### **TYPICAL WORK ACTIVITIES**

Responds to 311 calls through multiple channels i.e. computer e-mailing, telephone calls, correspondence, face-to-face, etc.;

Answers telephone calls from citizens on complaints and requests for city service;

- determines nature of service required;
- inputs, on a computer keyboard, complaint/service requests and E-mails to appropriate city department/district;
- verifies required information such as caller's name, address, telephone number and nature of complaint/request;

Responds to e-mail communications;

- analyzes and determines proper course of action;
- creates new case file and responds to sender as required;

Generates reports that verify all calls were properly input and makes corrections as required;

- maintains customer records by updating caller information database and account information;

Assists walk-in customers as required;

May act as a liaison with other city departments including but not limited to the collection of information for knowledge base, escalating cases if needed and corresponding with proper departmental personnel when needed;

May be required to perform outbound calling;

Maintains and keeps familiar with list of codes used for input of information i.e. district, problem description, department referred to and degree of priority;

May be required to open and sort mail and fold letters;

Performs related duties as required.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS**

Working knowledge of agency procedures governing telephone callers;

Working knowledge of spelling and the English language;

Ability to speak and enunciate clearly;

Ability to act calmly and decisively in accordance with established policies and procedures;

Ability to understand and follow oral and written directions;

Ability to multi-task while presenting information accurately and in an organized manner

to customer;  
Skill in the use of a computer work station keyboard;  
Tact; courtesy; good hearing; professional conduct; exhibits team effort;  
Physical condition commensurate with the duties of the position.

**MINIMUM QUALIFICATIONS**

Graduation from High School, GED or Equivalency Diploma that must be presented at time of filing application.

**ADOPTED:** 1/10/01  
**REVISED:** 12/17/10  
**REVIEWED:** 5/18/06; 10/23/06; 4/9/12

**Department of Human Resources, Civil Service Administration, Room 1001 City Hall, Buffalo, New York 14202**