



City of Moultrie Job Announcement

Position: Call Center Tech

Department: Business Operations

Starting Salary: \$24,960

Date: November 30, 2021

GENERAL NATURE OF WORK:

- Answer incoming calls
- Management and resolve customer complaints
- Create CNS work orders in the computer system
- Identify and escalate issues to supervisors when needed
- Provide product and service information to customers
- Research required information using available resources
- Research, identify, and resolve customer complaints using applicable software
- Route calls to appropriate resources
- Document all call information according to standard operating procedures
- Follow up customer calls where necessary
- Other duties as assigned

TRAINING AND EXPERIENCE:

- High school diploma or equivalent
- Proficient in relevant computer applications
- 1-3 years of experience in a call center environment preferred
- Knowledge of customer service practices and principles
- Excellent data entry and typing skills
- Superior listening, verbal, and written communication skills
- Ability to handle stressful situations appropriately

If you feel you qualify for the above position, you must report to the Human Resource Office to indicate your interest.

Position openings are to remain open for three (3) working days before the position is filled so that all qualified employees will have an opportunity to apply.

