



CITY OF MOULTRIE JOB ANNOUNCEMENT

Position: Customer Service Representative

Department: Business Operations

Starting Salary: \$31,200

Date: October 19, 2023

GENERAL NAURE OF WORK:

- Directly deal with the customers through various ways: face to face, by phone, by electronic mail responding to account and billing inquiries and adjustments, requests for service and other issues related to utility services
- Routine accounting work processing the receipt of customer payments via mail and in person and the posting of cash receipts utilizing utility software
- Processes connects/disconnects of service, customer inquiries regarding utility consumption, leaks and service requests.
- Basic computer applications using computer to prepare documents, data entry, and e-mail.
- Manage the customers' accounts; including set up the new account, utility billing, adjustments, finalizing account and any additional billing required.
- Basic clerical work including, but not limited to, typing, filing and organizing, record keeping, basic mathematics and accounting techniques.
- Communicates effectively, both orally and in writing with customers, co-workers and others providing feedback and strong problem solving.
- Record the details of every taken action; as well as the complaints, comments, and inquiries from the customers, and maintains confidentiality of information.
- Works effectively under pressure and with frequent interruptions.
- Completes work and projects in a thorough and timely manner with strong accuracy and attention to detail.
- Performs other work related tasks, as assigned.

TRAINING AND EXPERIENCE:

- Must be a high school graduate or equivalent proficient in relevant computer applications
- 1-3 years of experience in customer service
- Extremely strong customer service skills required
- Must be able to communicate effectively orally and in writing
- Must be able to make decisions recognizing established procedures and practices
- Ability to handle stressful situations appropriately

If you feel you qualify for the above position, you must report to the Human Resources Office to indicate your interest. Applications will be accepted until position is filled.