



VACANCY ANNOUNCEMENT

Job Title:	Customer Service Representative
Open Date:	June 8, 2019
Closing Date:	June 26, 2019 at 11:59 p.m.
Salary:	\$ 14.09/hour
Job Type:	Part-time with benefits (approximately 32 hours per week)
Department:	Finance – City Hall

JOB and DUTIES SUMMARY

Perform a variety of specialized clerical and technical financial duties in support of the Customer Service division, including collection utility bill payments. Incumbent will take “on/off” orders for utility service by telephone, correspondence, and in-person, and will analyzing customer records to apply appropriate rates, and establish deposit amounts from written guidelines. Assigned to investigate and resolve complaints pertaining to utility billing, and the review, audit, analysis and reconciliation of customer billing records.

- Provide efficient and courteous customer service assistance to citizens, vendors and builders including answering inquiries relating to payments and new existing customer accounts.
- Receive, process, monitor and record financial transactions, track information on computerized and/or manual systems; enter, retrieve and evaluate data; maintain records of all transactions.
- As assigned, send letters and monitor commercial accounts with outside garbage service; collect appropriate forms and paperwork associated with such service.
- Prepare orders to install, remove and repair meters, post, disconnect, restore, or verify services and to perform other service related changes.
- Use various computer systems computer extensively to enter data of new utility customers and make data changes.

EDUCATION AND EXPERIENCE:

EDUCATION: High school diploma or equivalent (including GED), supplemented with specialized training in accounting.

EXPERIENCE: Two years of clerical accounting experience, preferably in a municipal environment.

LICENSE OR CERTIFICATE: Possession of or ability to obtain, a valid Oklahoma driver's license may be required.

ALL APPLICANTS MUST COMPLETE AND SUBMIT AN APPLICATION TO BE CONSIDERED

Application and additional information about this job can be found at <https://www.cityofmoore.com/departments/jobs>.

- Selected applicant must pass a background investigation and drug screen.

City of Moore is an Equal Opportunity Employer