



The Town of Waynesville, NC

**JOB DESCRIPTION**

*To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.*

**Customer Service Representative I**

Date: October 2, 2026

Department: Finance

Reports To: Billing & Collections Supervisor

Salary Range: \$33,261.77 - \$53,218.86 DOE with 5% increase after probation

FLSA Status: Non-Exempt

Safety Sensitive Status: Non-Safety Sensitive Position

**GENERAL DESCRIPTION OF CLASS**

The purpose of this class is to perform routine bookkeeping and clerical functions in the billing and maintenance of utility customer accounts; to process building permit, and to perform related work as assigned. This class works according to set procedures under close supervision.

**ESSENTIAL TASKS**

The tasks listed below are those that represent the majority of the time spent working in this class. Management may assign additional tasks related to the type of work of the class as necessary.

Provides professional, courteous customer service at all times.

October 2026

Assists customers in person, by telephone and by mail, or obtains information for customers as requested; explains department policies and procedures; refers customers to other personnel or offices as appropriate.

Responsible for establishing, maintaining, and balancing a cash drawer on a daily basis.

Collects, records and receipts payments for utility services, taxes, business licenses and building permits.

Processes requests for service orders and Town services; reviews and enters applications for new and discontinued electric, water and sewer, and other Town services; reviews and enters applications for business licenses.

Completes deposit slips and deposit reports.

Assists other clerical and technical staff as requested.

Performs other general clerical work as required, including but not limited to typing reports and correspondence, copying, and filing documents, sending and receiving faxes, answering the telephone, processing mail, etc.

Attends training, meetings, seminars and/or workshops to enhance job knowledge and skills.

**DATA INVOLVEMENT:**

Requires copying, transcribing, entering, or posting data or information.

**PEOPLE INVOLVEMENT:**

Requires serving others such as customers, attending to their requests and exchanging information with them.

**INVOLVEMENT WITH THINGS:**

Requires handling or using machines, tools or equipment requiring brief instruction or experience, such as computers for data entry, fax machines, copiers, telephones, or similar equipment; may service office machines, including adding paper and changing toner.

**REASONING REQUIREMENTS:**

Requires performing semi-skilled work involving set procedures and rules but with frequent problems.

**MATHEMATICAL REQUIREMENTS:**

Requires using addition and subtraction, multiplication, and division, and/or calculating ratios, rates, and percentages.

**LANGUAGE REQUIREMENTS:**

Requires reading technical instructions, procedures, manuals, and charts to solve practical problems; composing routine reports and specialized reports, forms and business letters with

October 2026

proper format and grammar; speaking compound sentences using normal grammar and word form.

**MENTAL REQUIREMENTS:**

Requires doing clerical, manual, or technical tasks prescribed by standard practices, but which may require computation, the use of several procedures, and the use of independent judgments with obvious choices; requires normal attention for accurate results.

**VOCATIONAL/EDUCATIONAL AND EXPERIENCE PREPARATION**

**VOCATIONAL/EDUCATIONAL PREPARATION:**

Requires high school diploma, GED or specialized vocational training.

**SPECIAL CERTIFICATIONS AND LICENSES:**

Must possess a valid North Carolina driver's license.

**EXPERIENCE REQUIREMENTS:**

Requires some experience in an office or business environment with cashiering duties.

**PHYSICAL AND DEXTERITY REQUIREMENTS:**

Requires sedentary work that involves walking or standing some of the time and involves exerting up to 10 pounds of force on a recurring basis or routine keyboard operations. Must be able to perform basic life functions of fingering, grasping and repetitive motions.

**ENVIRONMENTAL HAZARDS:**

The job risks exposure to no known environmental hazards.

**SENSORY REQUIREMENTS:**

The job requires normal visual acuity, field of vision, hearing and speaking abilities.

**JUDGMENTS AND DECISIONS:**

Responsible for guiding others, requiring a few decisions affecting a few co-workers; works in a stable environment with clear and uncomplicated written/oral instructions but with some variations from the routine.

**ADA COMPLIANCE**

The Town of Waynesville is an Equal Opportunity Employer. ADA requires the Town to provide reasonable accommodation to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

*The Town of Waynesville has the right to revise this job description at any time. This description does not represent in any way a contract of employment.*

Apply online: <https://www.surveymonkey.com/r/townofwaynesvilleapplication>

Or Scan the QR Code to apply online:

October 2026



Interested applicants may submit an application to:  
Town of Waynesville,  
Brittany Angel, HR Coordinator  
Human Resources Department  
16 S. Main Street  
Waynesville, NC 28786  
Or via email to [bangel@waynesvillenc.gov](mailto:bangel@waynesvillenc.gov)  
Applications accepted until filled.