



Date: 01/4/2021

Position: Customer Service Rep.- Finance

Salary: \$25,000.00 w/5% increase after 6-month probation

Hours: 8:30am-5pm

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.

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.

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 in scheduling building inspections and preparing related reports.

Assists Tax Analyst with clerical tasks such as processing garnishments, bank attachments, tax payment arrangements, bankruptcy filing and other collection functions.

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.

INVOLVEMENT WITH DATA, PEOPLE, AND THINGS

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.

COGNITIVE REQUIREMENTS

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 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.

AMERICANS WITH DISABILITIES ACT REQUIREMENTS

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 accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

Interested applicants may submit an application to:

Town of Waynesville,

Brittany Angel, HR Specialist

Human Resources Department

16 S. Main Street

Waynesville, NC 28786

Or via email to bangel@waynesvillenc.gov

Applications will be accepted until January 20, 2021