**JOB ANNOUNCEMENT**

**POSITION:** Utility Customer Service Representative

**LOCATION:** County of Stanly

Utilities Department

**SALARY RANGE:** $ 24,415 hiring rate

**HOURS:** 37.5 hours per week

**SPECIFICATION:** Responsible for providing customer service by signing customers up for utilities services. Handles customer complaints and misunderstandings and provides solutions to problems. Work requires application of utility rules and regulations and reviewing customer history files. Radio, computer, calculator, maps, office equipment and forms are examples of the tools regularly used in the job. Job duties include but are not limited to collecting current and delinquent utility payments; calculating adjustments and penalties; processing applications for new service and accounts; processing utility payments received by mail; assisting the public with questions regarding billing and service; balancing collection and cash drawer with payments; granting extensions for delinquent accounts and process adjustments for leaks; and assisting supervisor with the generation of cut off service list of delinquent accounts.

**DESIRABLE EDUCATION AND EXPERIENCE:** A high school diploma and some experience in dealing with the general public sufficient to meet the necessary requirements.

**SPECIAL REQUIREMENTS:** Possession of a valid North Carolina driver’s license.

**RECRUITMENT PERIOD:** May 13, 2015 through 5:00 pm May 29, 2015

**APPLICATION PROCESS:** Stanly County employees who are interested in applying for this position may submit an updated resume and application to the Human Resources Office. All other applicants must apply at the Employment Security Commission, 2215 US Hwy 52 North, Albemarle, NC 28001. (704) 982-2183

Stanly County is an Equal Opportunity Employer