



JOB ANNOUNCEMENT

POSITION: Utility Customer Service Representative

LOCATION: County of Stanly
Utilities Department
1000 North First St.
Albemarle, NC 28001

SALARY: \$26,961

HOURS: 37.50 hours per week

JOB SPECIFICATIONS: This position is 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.

EDUCATION AND EXPERIENCE: Any combination of education and experience equivalent to a high school diploma and some experience in dealing with the general public sufficient to meet the necessary knowledge, skills, and abilities.

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

RECRUITMENT PERIOD: December 3, 2018 thru 4:30 December 14, 2018

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 NC Works Career Center, 944 North 1st Street Albemarle, NC (704) 982-2183. Applications are available on the Stanly County website and the NC Works Career Center. A fully completed Stanly County application is required. All applicants tentatively selected for this position will be required to submit to a urinalysis to screen for illegal drug use prior to employment.

Stanly County is an Equal Opportunity Employer

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www.stanlycountync.gov

Human Resources

1000 N. First Street, Suite 10A, Albemarle, NC 28001