



JOB ANNOUNCEMENT

POSITION: Utility Customer Service Specialist

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

SALARY: \$29,175

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 preparing bills, refunds, backdrafts, application of utility rules and regulations, reviewing customer history files and other duties that are assigned. Radio, computer, calculator, maps, office equipment and forms are examples of the tools regularly used in the job. Work also requires accuracy in the entry of data and compilation of records, ability to organize work and meet deadlines, ability to multi-task and shift priorities and the ability to deal effectively with the public in a tactful and effective manner. 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; process adjustments for leaks; and assisting with the generation of cut off service list of delinquent accounts.

EDUCATION AND EXPERIENCE: Graduation from high school supplemented by office support and public contact experience; or an equivalent combination of education and experience.

SPECIAL REQUIREMENTS: Possession of a valid North Carolina's driver's license. All applicants tentatively selected for this position will be required to submit to a urinalysis to screen for illegal drug use prior to employment.

RECRUITMENT PERIOD: **July 14, 2021 through July 28, 2021**

APPLICATION PROCESS: All applicants must apply through the NEOGOV website at <https://www.governmentjobs.com/careers/StanlyCounty> or the NC Works Career Center, 994 N First Street, Albemarle, NC 28001. (704) 982-2183.

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