



Human Resources Department
Forms And Documents

HRP-03 Effective Date: 07.05.2017

This position announcement constitutes neither a written or implied contract of employment. The City of Fairhope reserves the right to revise, alter and/or change the job description for this position, as the City deems necessary.

POSITION ANNOUNCEMENT

The following position is now open. Current employees interested in this position must submit an application within ONE WEEK of the announcement date. Applications for Employment are available at the 555 So Section Street, Monday through Friday, from 7:00 a.m. to 4:00 p.m. or online at www.cofairhope.com. Completed applications and resumes can be mailed to City of Fairhope, ATTN: Human Resources, P.O. Drawer 429, Fairhope, AL 36533. Applications received after the closing date will not be considered. **NO PHONE CALLS**

Position Information

Job Title: Customer Service Rep I Department: Revenue

Job Status: Regular Full-Time Temporary Full-Time *If temporary, give required dates of service:*
 Regular Part-Time Temporary Part-Time *From: _____ To: _____*

Standard Scheduled Hours: 8:00 a.m. – 5:00 p.m. Days to be Worked: Mon -Fri

Starting Pay Rate: \$11.92 - \$15.50/hour Pay Grade 16

Position Description: General nature/purpose of work: The purpose of this job is to receive utility bill payments from customers, and to assist them with problems and/or questions concerning their bills. This position is found in the Revenue and Billing Department. It provides customer service and assistance regarding utilities service and/or billing transactions, either in person or by telephone.

Primary responsibilities include:

- Processes utility bills; maintains records of customer accounts for ready access; investigates and resolves customer utility bill complaints; adjusts customer account; types duplicate bills
- Responds to heavy telephone and counter contact with utility customers to obtain or give information of an essentially straightforward nature.
- Answers utility customer correspondence regarding bills or accounting procedures and follows up on delinquent closing bills, occasionally requiring use of individual judgment.

Minimum Qualifications Standards: Graduation from a standard senior high school, or the successful completion of the General Educational Development (GED) test; preferably supplemented by additional education and training in accounting; and two years of general office experience involving heavy telephone or public contact.

Knowledge, Skills and Abilities:

Ability to work with and communicate well with people at all levels; Ability to remain calm and directed under stress; Ability to listen effectively; Ability to perform arithmetical calculations involving decimals and percentages, Ability to compose and type business letters, General knowledge of bill collection procedures; General knowledge of data processing; General knowledge of accounting principles.

Date of Announcement: 7/27/2017

Closing Date: Until filled

Human Resources

*The City of Fairhope is an Equal Opportunity Employer, maintaining a Drug-Free Workplace.
Pre-employment drug testing is performed. The City reserves the right to re-advertise
positions or to not fill positions after advertising.*