

Part-time Customer Service Representative/Finance Assistant

General Statement of Duties/Distinguished Features of the Class

Performs a variety of responsible cashiering, collection, and customer service duties and tasks for the Town's revenue collections function. Collections duties include accepting payments, providing receipts, posting transactions to accounts and balancing cash drawer. Administrative duties include processing transactions for new utility service, transferring accounts, disconnecting service and address changes. The employee processes transactions for utility service and dispatches information to field personnel. Work is performed under regular supervision from the Finance Director.

Essential Duties and Tasks

- Operates computers; organizes work area; balances starting cash every day.
- Receives customer payments for Town services, such as utility payments, licenses, permits, assessments, cemetery lots, citations, etc.; provides receipts and posts payments.
- Establishes computer records for new customers; makes changes to accounts such as address changes or leave service; prepares service lists and may dispatch information to meter readers and meter service specialists.
- Provides customer service; answers questions or explains policies and procedures and actions being taken; refers more difficult situations to others for resolution.
- Handles improper payments, partial payments, and full payments in accordance with established processes and procedures.
- Processes bad debt payments and those with insufficient data or information.
- Balances cash drawer and prepares daily bank deposits.
- Opens, separates, and balances mail payments and night deposits.
- Prepares activity reports.
- Types letters and other documents and correspondence.
- Works with various departments in the Town in the performance of customer service-related and administrative support-related duties.
- Performs other related duties as assigned.

Knowledge, Skills and Abilities

- Knowledge of Town's collections and billing processes and ability to learn and perform each step in the collections process.
- Knowledge of modern office procedures and related office information technology equipment, software, and peripherals.
- Skill in operating computer and a 10-key calculator as needed in the performance of duties.

- Ability to work accurately with money, checks, data and figures and accurately perform standard mathematical calculations.
- Ability to prepare and maintain collections and related records.
- Ability to file and maintain records and information in proper order for processing.
- Ability to communicate effectively in oral and written forms.
- Ability to develop and maintain effective working relationships with supervisors, employees and the general public.
- Ability to work with and train new employees, if requested.

Physical Requirements/Special Requirements

PHYSICAL DEMANDS:

The work is sedentary and requires exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. The following additional physical abilities are also required: manual dexterity, hearing, mental acuity, reaching, repetitive motion, speaking, talking, and visual acuity.

WORK ENVIRONMENT:

The work is generally performed in an office environment and involves everyday risks or discomforts which require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, residences or commercial vehicles. Use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals are minimally required.

MINIMUM REQUIREMENTS:

- High school diploma or equivalent;
- Two (2) years of related experience;
- Or an equivalent combination of education and/or experience.

Hiring Range: \$15.00/hr

Position is open until filled.

Employer: Town of Coats

Interested applicants should download an application (available at www.coatsnc.org/hr) and email to Finance Director Connie Lassiter at classiter@coatsnc.org along with cover letter and resume.