

Customer Service Representative

City of San Saba

The City of San Saba is accepting applications for an immediate opening for a Customer Service Representative.

Essential Job Functions: Maintain and record customer orders of service connections, disconnections, transfers and meter change-outs; Maintain, record, and file all field work orders and services; Process customer utility bills and late notices in a timely manner, efficiently and accurately; Research history of customer accounts and respond to citizens inquiries regarding account activity; To assist in field service questions and determinations; Accepts and posts utility payments, permits, services, etc.; Make bank deposits as needed; Process incoming and outgoing faxes; Maintain calendar of events regarding reservations for Council Chambers, Park Pavilions, etc.; monitor deposits and prepare request to return deposits to customers.

Job Requirements: Ability to operate modern office equipment including calculator, computer, computer software, copier, fax, and telephone; Ability to deal tactfully with customers, both in person and on the phone; Ability to make routine mathematical calculations; Ability to analyze information, make sound judgments and decisions on customer accounts; Ability to maintain self-composure when dealing with upset and irate customer; Ability to work independently; Responsibly handle money and sensitive and confidential financial information.

Education: High School Diploma or GED

Training and Experience: Five plus years of customer service experience preferred; preferably handling utility billing or accounting matters.

Working Conditions: Work in an office environment utilizing computers; sustained position in a seated position; high levels of customer contact.

Application deadline: Position filled. Applications can be picked up at City Hall from 8:00 a.m. to 5:00 p.m. Monday through Thursday and Friday 8:00 a.m. to 11:30 a.m. For additional information, please contact Charlene Lindsay.

City of San Saba
303 S. Clear Street
San Saba, Texas 76877
325/372-5145

An Equal Opportunity Employer
Pre-Employment Drug Tests Required