

Customer Service Representative

Posting date: Monday, March 13, 2023

Posting deadline: Open until filled

Pay Grade: 12

The City of Elberton is currently seeking applications for a Customer Service Representative (CSR).

Job Summary

An individual in this job classification interacts with customers to provide information in response to inquiries about products and services and to handle and resolve complaints.

Knowledge, Skills, and Abilities

Basic knowledge of the principles, practices, procedures and techniques of utility companies. Skills in operating general office equipment and maintaining accurate records. The ability to communicate effectively, verbally and in writing as well as work well under pressure and with frequent interruptions.

Education, Training, and Experience

Minimum Requirements: High school diploma or GED certification; one year experience involving customer service, cash handling or related experience required; or any equivalent combination of education, training and experience which provides the requisite knowledge, skills and abilities for this position. *Preferred requirements:* two-year degree in Business or related field from an accredited technical school or college.

A full copy of the job description may be obtained by contacting the City Clerk.

This is a full-time position and compensation will be based on qualifications. Applications are available at www.cityofelberton.net (jobs) and will automatically be forwarded to the City Clerk.

The City of Elberton is an Equal Opportunity Employer and a Drug Free Workplace.