



CANTON MUNICIPAL UTILITIES

"Where Utilities Power Possibilities"

NOTICE OF POSITION VACANCY

CUSTOMER SERVICE REPRESENTATIVE

POSITION TITLE: Customer Service Representative
RECRUITMENT DATES: March 4 – 18, 2019
SALARY: Depending On Experience
JOB TYPE: Full-Time
LOCATION: Canton Municipal Utilities (CMU)

DESCRIPTION OF WORK: An employee in this position has a primary focus on providing superior customer service to the citizens and customers of Canton Municipal Utilities (CMU) in handling a variety of customer account and billing issues. Incumbents in this position must maintain professionalism and courtesy when exposed to stressful situations and may be assigned to answer telephone calls, perform cashiering duties and perform functions associated with customer billing, analysis, account adjustments and collections. The incumbent will be responsible for performing tasks of more than average difficulty, which involves reviewing, processing requests for and questions about utility services, billing charges and processing payments. Tact and courtesy are required in frequent public contact. Work is performed in accordance with established procedures, and is evaluated through observation and review of records.

EXAMPLES OF DUTIES PERFORMED: *(Examples may not include all duties that may be performed)*

Under General Supervision:

- Assists customers at the counter and on the telephone, answering inquiries, responding to complaints
- Balance cash and prepare deposits daily
- Generate service orders
- Update and maintain electronic and/or paper records of all customer account transactions
- Update customer cut-off list
- Balance and enter bank payments
- Utilize computer software to maintain a variety of records, enters and updates data
- Interpret routine administrative policies and procedures as necessary
- Perform data entry with speed and accuracy
- Other duties as assigned by Supervisor



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KNOWLEDGE, SKILLS & ABILITIES:

- Ability to communicate clearly, effectively, and tactfully, both verbally and in writing
- Knowledge of principles and practices of customer service
- Ability to perform general clerical work requiring a high degree of accuracy
- Ability to efficiently organize multiple tasks
- Ability to deal confidently and effectively with members of the public, both in person and on the telephone
- Skilled in problem solving and follow through
- Knowledge of basic accounting, cashiering, billing processes and procedures
- Ability to maintain professionalism, courtesy and composure at all times, including stressful situations
- Must be motivated, attentive and alert
- Must be able to pass pre-employment drug test, and background check
- Must have good attendance, be dependable, demonstrate initiative and work well in a team environment

MINIMUM QUALIFICATIONS:

- High School graduation or equivalent with at least two (2) years of work experience, preferably with one (1) year in customer service, banking, call center operations, cashiering, and/or utility billing
- Must have a valid MS driver's license
- Fully literate in English and at least one more language (Spanish) preferred

HOW TO APPLY:

- **Interested applicants must submit a cover letter and resume' to:**

ATTN: Director, Human Resources - CMU

127 West Peace Street

Canton, MS 39046

Email To: hr@cmu.com

- **Cover letters and resumes must be received by 5:00 p.m. on the closing date of this announcement or March 18, 2019.**