



EMPLOYMENT OPPORTUNITY TOWN OF SELMA CUSTOMER SERVICE REPRESENTATIVE

The Town of Selma (pop. 6900) situated near Raleigh-Durham, NC is recruiting for a Customer Service Representative. Selma is a growing community with progressive and dynamic goals for growth in the future. The community is served by I-95 and US 70.

Key Duties: In this position you will collect and process payments from utility customers. Reconcile daily cash receipts with data entry by revenue account; prepare various logs and reports as needed. Take deposits; process customer requests and generate work orders for new services, transfers, upgrades and disconnections. You will also answer inquiries and questions in person and by phone. Handle a variety of customer issues and complaints while following established procedures for handling and resolving those issues. Must be able to maintain accurate customer information on accounts. Work involves significant general public contact and providing excellent customer service in a timely manner is a high priority.

Knowledge and Skill Requirements: Graduation from high school and some experience in customer service work involving cash-related transactions, and work using a computer, preferably in a public utility or collections environment; or an equivalent combination of education and experience. Bi-lingual is a plus.

Selma provides a comprehensive benefit package that includes, paid leave time, health and dental insurance, retirement and a pre-tax 401(k) Plan. Applications will be evaluated upon receipt. This position is Open Until Filled. The hiring range will be dependent on qualifications and experience.

Applicants may submit a resume; *however, resumes are not accepted in lieu of a completed and signed Town of Selma Employment Application.* The Employment Application form is available online at <http://www.selma-nc.com/Data/Sites/1/media/human-resources/employment-application-for-tos---august-2018.1.pdf>. It is preferred that all completed and signed Employment Applications be submitted via email to rsommer@selma-nc.com. Documents may be mailed to the Town, 114 N. Raiford Street, Selma, NC 27576 to the attention of Rhonda Sommer, Finance Director. Should you have any questions, please contact Rhonda Sommer either by email or phone (919) 965-9841, Ext 1010.

The Town of Selma is an EEO/M-F/AA/ADA/Drug –Free Employer.

As required by law, the Town of Selma participates with E-Verify to determine legal employment eligibility status.