



Customer Service Representative

(Salary Grade 10: \$33,435 – \$51,824 Annually)

The Town of Benson has an immediate opening for a Customer Service Representative in its Finance Department. Benefits include paid participation in the North Carolina State Health Plan, paid dental, vision and life insurance, 5% 401(K) match, 12 paid holidays and two weeks paid time-off per year, and an abundant wellness program that includes incentives.

As a Customer Service Representative, you will perform a variety of customer service, cashiering, collection, and accounting duties for the Town in its finance and customer service operations. Work includes collecting funds and giving receipts, filing, serving as the initial source of citizen or public contact, relaying information, typing or data entry work, customer service, and performing records maintenance duties. You will need to have or be able to gain a general understanding of the Town and its services to respond to routine inquiries. Other tasks include preparation of fixed assets inventory, processing debt set off payments for delinquencies, issuing purchase orders, and related tasks. Work is performed under the supervision of the Finance Director.

Duties include, but are not limited to:

- Providing information to the public and taking payments regarding utility services, garbage, taxes, occupancy tax, parks and recreation fees, tapping processes and fees, etc.;
- Assisting customers with questions, concerns and problems;
- Handling requests for service orders and other Town services; completing work orders; and communicating requests to field staff;
- Collecting monies for utility payments, business licenses, garbage, building permits, special invoices, and other town receipts; collecting payments by credit and debit card, cash and money orders;
- Typing and balancing invoices; balancing cash drawer against receipts; and completing deposits slips and reports;
- Preparing information to open new accounts; verifying residence and identity; and taking deposits;
- Printing and reviewing various utility collections and billing reports; sending out late notices; and
- Creating records by posting general program activity on established forms, spreadsheets, files, and other record keeping devices.

Graduation from high school and experience in cashiering, public contact, and paraprofessional accounting tasks, or an equivalent combination of education and experience, is preferred. Proficiency in the use of an automated cash register, calculator, and other office machines is preferred as well.

This position is open until filled. Applicants must submit a Town of Benson Application and resume. The Town of Benson application can be picked up at Town Hall or printed from the Town's website: <http://www.townofbenson.com/2201/Employment>. **Applications and resumes must be mailed to P.O. Box 69, Benson, NC 27504-0069, hand delivered to 303 East Church Street, Benson, NC 27504 or emailed to Scott Tart, Town of Benson Human Resources Director, at start@townofbenson.com.** The Town of Benson is an equal opportunity employer.