

Customer Service Representative

The City of Hawkinsville is accepting applications for a Customer Service Representative. This position reports directly to the Finance Director.

Scope: The purpose of this position is to accept and apply payments and fees to the appropriate accounts. Successful performance helps ensure public satisfaction with the handling of utility accounts and collection of city revenues. Dealing with the public and internal processes contributes to the complexity of work.

Major Duties:

- Cashier: Accepting and applying payments of fees from customers to appropriate accounts
- Deposits: Making daily deposits to financial institution
- Licenses: Processing applications for various types of licenses issued by the City
- Filing: Filing of records in accordance with the Retention Schedule set forth by the Georgia Archives
- Work Orders: Responsible for the accuracy of the work order system and follow-up

Knowledge required by the position:

- Demonstrated proficiency in delivering quality Customer Service
- Knowledge of balancing a daily cash drawer
- Effective problem-solving skills
- Skilled in office procedures, equipment, Word, and Excel
- Skilled in oral and written communication

Minimum qualifications:

- High School Diploma or equivalent required
- Financial responsibilities in prior employment required
- Some college preferred

Communication Skills: Demonstrates listening skills to customers and city employees along with communicating in a clear, concise and friendly way to provide exceptional customer service. Good communication skills must be evident on the phone, face to face, and in written form to meet expectations.

Applications may be found online at <https://hawkinsville-pulaski.org/employment-opportunities/>. Incomplete applications will not be considered. Please submit a City of Hawkinsville application, resume and references using one of the following:

Application Drop Off Address: City of Hawkinsville City Hall
56 Broad Street
Hawkinsville, GA 31036

Application Mailing Address: City of Hawkinsville
P.O. Box 120
Hawkinsville, GA 31036

The City of Hawkinsville is an Equal Opportunity Employer

The City of Hawkinsville is a Drug Free Employer