



## Employment Opportunity Customer Service Representative Development Services and Public Works Water Department

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The City of Pelham is currently accepting applications for the full time position of **Customer Service Representative** in the Water Department.

**Summary:** This position serves customers by providing product and service information; clarifying customer complaints; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution; maintaining customer records; processing customer account financial adjustment information. Assists with the day to day operations in the billing department.

**Representative Duties and Responsibilities:** The list is not intended to be all-inclusive nor exclusive, but is intended to provide examples of typical duties performed.

- Attracts potential customers by answering product and service questions; suggesting information about other products and services.
- Opens customer accounts by recording account information. Maintains customer records by updating account information.
- Resolves product or service problems by clarifying customer complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- Maintains financial accounts by processing customer adjustments
- Recommends potential products or services to management by collecting customer information and analyzing customer needs.
- Prepares product and service reports by collecting and analyzing customer information.
- Contributes to customer service and organization success by welcoming related, different, and new requests; helping others accomplish job results.
- Assists Billing Coordinator with billing and report creation.
- Updates books and creates service orders for meter readers.
- Seeks and participates in on-the-job training in current job responsibilities and cross-trains in other job functions to ensure continuous and efficient operations.
- Establishes and maintains effective work relationships with others.

Candidates are required to possess a High school diploma or general education degree (GED) plus two years of related experience and/or training. Applicants must satisfactorily pass a background investigation and pre-employment drug screen after receiving conditional offer of employment.

The compensation range for this position is \$37,998.00 to \$51,788.00. The City of Pelham also offers an excellent benefits package and participates in Tier 1 of Retirement Systems of Alabama for full-time employees.

Applications are available on the city's website and can be downloaded. Completed applications may be emailed to [HR@pelhamalabama.gov](mailto:HR@pelhamalabama.gov) or mailed to City of Pelham, Human Resources, at P.O. Box 1419, Pelham, AL 35124. **The final date to submit applications is June 8, 2023 at 5:00 PM.**

*The City of Pelham does not discriminate on the basis of race, sex (including pregnancy), color, age, national origin, disability, or any other protected status. We base our hiring decisions on a variety of factors, including skills and ability to perform the job, prior employment experience, employment references as to character and willingness to work, willingness to accept the offered salary, and personal interviews. The City of Pelham is an equal-opportunity employer.*