



TOWN OF VALDESE

NORTH CAROLINA'S FRIENDLY TOWN

P.O. BOX 339

VALDESE, NORTH CAROLINA 28690-0339

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Customer Service Representative

The Town of Valdese (approximate population 4,500) is located in the foothills of the Blue Ridge Mountains of Western North Carolina, 70 miles west of Charlotte, where the "foothills meet the mountains". Founded in 1893 by twenty-nine Waldensian settlers from the Cottian Alps of Italy, we have a deep respect for our unique heritage which we celebrate annually with special events and festivals. We have a thriving downtown featuring specialty restaurants, shops and historic attractions. The Town provides a full range of municipal services.

The Town of Valdese is currently seeking a **Customer Service Representative** to serve as the main receptionist for Town Hall. The Customer Service Representative will perform responsible administrative and customer service work in support of the utility and other customer services and responsible for collecting and processing a variety of payments for municipal billing and fees. An employee in this class is responsible for providing reception, customer service, and accounts receivable work for the Town. Work involves heavy public contact functions and coordination with other departments within the Town's organizational structure. Considerable tact and courtesy are required in these public contact functions. Duties are detail oriented and characterized by multiple procedural steps. Work is performed under regular supervision of the Finance Director and is evaluated on the basis of individual performance objectives, observation, accuracy and thoroughness of assigned responsibilities, and feedback from employees and general public.

Education and Experience Requirements:

Graduation from high school, supplemented by courses in business or accounting, and preferably at least three (3) years of experience in a customer service operation involving heavy public contact. Experience in a collections and billing environment preferred. Local government experience a plus.

Special Requirements:

Valid North Carolina Driver's License. North Carolina notary public, or ability to obtain.

Compensation and Benefits:

The Town of Valdese offers a competitive salary commensurate with experience and qualifications. The salary range of this position is \$31,968 - \$37,000. The Town provides a comprehensive benefits package including health, dental, vision, and life insurance; wellness program; Local Government Employees Retirement System (LGERS) contribution; annual vacation and sick leave; paid holidays in accordance with the North Carolina State Holiday Schedule.

Contact and submittal information:

Bo Weichel
Finance Director
P.O. Box 339
Valdese, NC 28690

Email: bweichel@valdesenc.gov

Telephone: 828-879-2123

Hand delivery: Valdese Town Hall, 102 Massel Avenue SW, Valdese, NC 28690

Cover letter, resume and completed application required. Resumes will not be accepted in lieu of a completed application. Applications and a full job description can also be obtained by visiting www.townofvaldese.com.

Deadline: January 8, 2021

The Town of Valdese is an Equal Opportunity/ADA/Drug Free Workplace Employer.