



## TOWN OF VALDESE

NORTH CAROLINA'S FRIENDLY TOWN

P.O. BOX 339

VALDESE, NORTH CAROLINA 28690-0339

PHONE (828) 879-2120 | FAX (828) 879-2139 | TOWNOFVALDESE.COM

### **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, utility billing 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 - \$47,952 with the starting salary DOE. 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](mailto: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](http://www.townofvaldese.com).

Deadline: February 11, 2022

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



Town of Valdese  
**CUSTOMER SERVICE REPRESENTATIVE**

**I. General Statement of Duties**

As the main receptionist for Town Hall, performs responsible administrative and customer service work in support of the utility and other customer services; collects and processes a variety of payments for municipal billing and fees.

**II. Distinguishing Features of the Class**

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.

**III. Duties and Responsibilities**

**Essential Duties and Tasks**

- Serves as telephone and visitor receptionist for Town Hall; directs visitors and calls to proper location.
- Works in conjunction with utility billing, delinquent accounts, and second notices.
- Receives and processes daily payments for utility bills and other fees and charges; inputs collections into computer system; collects revenues in person, from the drop box, through the mail, and accepts merchant card payments in person and on the telephone; enters payments into the data base; makes daily deposit.
- Performs inquiry on accounts to solve customer billing and payment problems; coordinates with utility field staff and billing staff as needed.
- Provides notary services.
- Answers incoming calls for general Town government; provides general information to citizens; forwards calls to proper location; takes messages when necessary.
- Explains processes and fees to customers; answers questions about bills.
- Answers complaints from citizens, researches problems, and renders decisions or answers to their questions within Town policy; refers precedent setting issues to higher level management for advice and consultation.
- Establishes new utility customer account; processes transfers, extensions, and disconnections.
- Prepares service orders for the various Public Works divisions including water, sewer, sanitation, and street maintenance
- Enters delinquent customer information into the state's debt setoff program.
- Reconciles daily cash receipts with data entry by revenue account; prepares various logs and reports as needed.
- Enters payments into computer system and verifies accuracy of batch totals; processes returned checks.
- Takes requests for scheduling of building inspections and facilities rentals and maintains records.
- Serve as backup to Accounts Payable by entering invoices and mailing checks as needed.
- Performs general office support work including typing, word processing, maintenance of various logs and manual records and files.

**Additional Job Duties**

- Assists and backs up other staff.
- Performs related duties as required.

#### **IV. Recruitment and Selection Guidelines**

##### Knowledge, Skills, and Abilities

- General knowledge of local policy and state statutes regarding utility billing and utility maintenance.
- Working knowledge of standard operating practices involved in modern office equipment and practices.
- Working knowledge of the application of information technology to the work including specialized utility billing and collections software, data base, spreadsheets and word processing applications.
- Ability to deal effectively with the public in a tactful and effective manner.
- Ability to create and maintain accurate records, reports, and files in support of a customer oriented operation.
- Ability to operate calculator, computer, cash register, and related office equipment.
- Ability to establish and maintain effective work relationships.
- Ability to perform data entry and simple mathematical computations with speed and accuracy.
- Competency in computer operations and relevant software applications.

##### Physical Requirements

- Must be able to physically perform the basic life operational functions of stooping, kneeling, crouching, reaching, standing, walking, pulling, fingering, grasping, feeling, talking, hearing, and repetitive motions.
- Must be able to perform light work exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.
- Must possess the visual acuity to work with data and figures, operate a computer terminal, and perform extensive reading.
- Vocal communication is required for expressing or exchanging ideas by means of the spoken word. Hearing is required to perceive information at normal spoken word levels.

##### Desirable Education and Experience

- 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.
- Notary Public, or ability to obtain within 6 months of hire.

##### Other Requirements

- Valid North Carolina Driver's License

#### **V. Disclaimer**

This classification specification has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to perform the job. The Town of Valdese reserves the right to assign or otherwise modify the duties assigned to this classification.

#### **VI. FLSA Status**

This position is non-exempt.