



Customer Service Technician

Summary of Position:

The Customer Service Technician ensures the timely, accurate, and thorough processing of all payments from the public including utility bills, civil citations, zoning permits, and recreational rentals for the Town of Landis. The position is the principal receptionist providing telephone contact and directing calls to various departments. This position is also responsible for posting to the Town's social media page, website, and newsletter.

Key Responsibilities:

- Provide exceptional customer service to citizens
- Data Entry for utility and other payments
- Cash handling and verification for utility and other payments
- Answering customer utility billing questions
- Power connection and disconnection assistance
- Referring service request to appropriate departments including preparing work orders and tracking forms
- Performs an initial edit of meter readings and develops a re-read list for other staff
- Performs daily bank deposit
- Completes dropbox and mail payments
- Keeping social media and website updated
- Creating informative monthly newsletter for citizens that is mailed out with monthly utility bill
- Any other duties assigned

Qualifications:

- Good communication skills
- Cash handling experience
- Able to accurately read and communicate orders
- Well organized, shows a sense of urgency; able to track multiple orders and multi-task
- Works productively with others
- Proficient in Word, Excel, and Publisher

- Understand the importance of accurate posting and timely billing
- Able to post to social media and utilize website software
- Must possess a valid NC driver's license

Physical Demands:

- Must be able to stand and sit for shift duration
- Ability to lift up to 10 pounds
- Must possess the visual acuity to prepare and analyze data and figures, to operate a computer, and to determine accuracy, neatness, and thoroughness of the work assigned.

Desirable Education and Experience:

- Associate degree in business administration, office management, or finance is preferred; however; a combination of education and experience will be accepted.