

## **Customer Service Representative City of Bardstown, Kentucky**

The City of Bardstown is looking for a qualified individual to fill the full-time position of Customer Service Representative in the Finance department. Some of the job duties include:

1. Enrolls/signs up new utility, cable and/or internet customers; prepares work
2. Collects utility deposits, install fees, and charges for new customers.
3. Sends utility and cable orders to respective departments.
4. Assists existing cable and internet customers with making changes to their accounts.
5. Finds and collects delinquent utility and cable accounts; notifies supervisor to remove from collections.
6. Collects payments from customers and posts payments to accounts.
7. Sorts mail; enters mailed-in payments.
8. Enters night-box payments.
9. Collects payments for other departments who send net miscellaneous invoices.
10. Balances cash drawers daily; makes bank deposits.
11. Assists Tax Administrator in collecting and posting property tax payments.
12. Assists customers with billing questions.
13. Prepares SDC forms and collects payments; sends paperwork to Engineering.
14. Receives initial complaints of services from customers; either resolves the complaint or sends to appropriate supervisor or department.
15. Prepares and forwards return check letters.
16. Prepares and forwards collection letters for finalized account.
17. Prepares and maintains accurate records and reports.
18. Serves as Receptionist; greets customers/visitors in person or via phone and; answers inquiries or forwards to appropriate office; may type correspondence, letters, reports,

Applicants must have a high school diploma or GED and have one year related work experience, preferably with a public organization. Bachelors or Associates degree in related field may be substituted for the work experience requirement.

Salary is based on qualifications and experience. The City offers a competitive benefits package that includes health insurance, paid vacation, personal days, and retirement contributions. Must be able to pass a pre-employment physical and drug test.

Applications are online at [cityofbardstown.org](http://cityofbardstown.org). All interested persons to submit application along with a resume to City Hall, Attn: Greg Ashworth, 220 N. Fifth Street, Bardstown, KY 40004, by 4:30 on Friday, November 10<sup>th</sup>, 2017.

**The City of Bardstown is an Equal Opportunity Employer**