



# Customer Service Representative

Finance Dept—Utility Billing

**\$13.71—\$15.41/hour (DOQ)**

Full-Time, Benefits Eligible

## APPLY NOW:

**On-line applications materials accepted through September 27, 2016**

To obtain complete job description and on-line application, visit the City of Kingman's website ([www.cityofkingman.gov](http://www.cityofkingman.gov)) or contact the City of Kingman Human Resources Department.

The City of Kingman, Finance Department—Utility Billing is seeking an individual who wishes to share their customer service skills to serve the community with their utility service needs and processing utility payments. Ideal individual would possess excellent, proven experience in providing friendly, compassionate customer service in person and telephonically. Candidate should have a strong skill set to work through issues and provide viable solutions to issues that arise. Candidate should also be well-versed in the effective and efficient use of computer hardware and software particularly in the areas of database data entry, spreadsheet and word processing. This is a great opportunity to work with a team and work directly with the community we serve!

Customer Service Representatives are responsible for performing customer service work involving cashiering, monitoring and updating customer accounts and in working directly with utility customers in resolving utility billing complaints and inquiries using an automated utility billing system.

### **DESIRED MINIMUM QUALIFICATIONS:**

#### **Education and Experience:**

- Graduation from high school or GED equivalent with specialized coursework in general office practices such as word processing, electronic spreadsheets and databases.
- One to two (1-2) years experience in utility customer service operation or equivalent experience.
- Cash handling and reconciliation experience preferred.
- Any combination of experience and training which demonstrates the knowledge and experience to perform the work.

**SPECIAL REQUIREMENTS:** Valid Arizona Driver's License or ability to obtain within 6 months of hire.

**Note Reference Examination:** *The City of Kingman reserves the right to consider the candidates who best overall meet the qualifications and suitability of the position in the succeeding examination processes: experience and training evaluation, testing and/or interviews. After an offer of employment has been made, appointment may be subject to successful completion of a criminal background check and any other appropriate testing/evaluation commensurate with the offered position.*

**Note Reference American Disabilities Act:** *When advised, reasonable accommodations will be made in order for an "otherwise qualified applicant" with a disability to participate in any phase of the recruitment process. The City of Kingman does not discriminate on the basis of race, color, national origin, sex, religion, age or disability in employment or the provision of services. **EOE***

## City of Kingman

Human Resources  
310 N 4th St.  
Kingman AZ 86401

Phone: 928-753-5561  
Fax: 928-753-3544  
[www.cityofkingman.gov](http://www.cityofkingman.gov)

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