

Administrative Support Specialist/Customer Service Clerk

The Town of Sparta is seeking an Administrative Support Specialist/Customer Service Clerk.

This is a full-time position that performs professional services in the administrative department as well as provide excellent service to customers.

The Customer Service Clerk duties will include but are not limited to:

- Greets Customer and provides answers to question and concerns regarding utility accounts
- Processes accurate deposits and performs basic accounting for daily transactions
- Process bank draft payments, mail payments, return checks, cash collections and web payments
- Attend cash register throughout the business day and answer phones
- Maintain meter reading routes and the billing process, cut-off process and move-in/move out processes
- Communicates with the Maintenance Department to respond to water & sewer trouble calls and emergency situations
- Collects and reconciles accounts both in person and over the phone
- Receives and responds to citizen inquires and complaints, and uses problem solving skill to find creative solutions to customer inquires
- Accounts payable/accounts receivable
- Prepare financial reports
- Filing

The successful candidate will be able to multi-task, prioritize assignments and adapt to a fast-paced work environment.

A minimum of two years of experience working in customer service and billing systems. Associate Degree in business or accounting. Must have a valid NC Driver's license; strong typing skills, and proficient in Microsoft outlook, word and excel; excellent verbal and written communications; ability to interact professional with co-workers, customers, and citizens. Two years of cash handling experience is desired; bilingual skills are a plus. Excellent Benefits Package Includes: TOS Pension Plan; TOS 457 Retirement, Health, Dental, Life. Please submit a Resume and a Town of Sparta's Employment application which may be obtained at the Town Hall or by visiting our Website: www.townofsparta.org.

Closing date: September 13, 2019