

# City of DeFuniak Springs

71 US Hwy. 90 W.  
Post Office Box 685  
DeFuniak Springs, FL 32435



Phone: 850-892-8500  
Fax: 850-892-8506  
TDD: 850-892-8504

*www.defuniaksprings.net*

## **JOB NOTICE**

### **CUSTOMER SERVICE REPRESENTATIVE – FINANCE/UTILITY BILLING DEPARTMENT**

**Post Date: March 23, 2021**

**Close Date: Open Until Filled**

**FLSA Status:** Non-Exempt

**Starting Annual Pay Rate:** 13-14 DOQ

#### **Job Summary:**

This position performs routine clerical, administrative, data processing work, calculating, posting and verifying duties to obtain financial data for use in maintaining accounting records in the utility billing/finance department. Subject to be called in on a holiday or during an emergency situation.

#### **Essential Job Functions:**

- Posts transactions to billing records such as payments, final bills, or corrective bills.
- Responsible for the collection of utility bills.
- Enters information into the computer or computes amounts due.
- Assists in maintaining utility customer accounts.
- Receives phone calls and citizen visits concerning billings or services.
- Responds promptly when returning telephone calls and replying to correspondence and faxes.
- Maintains accurate files, including pulling and filing customer applications, work orders and other documents, and maintains files in a neat and orderly manner.
- Prepares miscellaneous invoices and other reports.
- Makes decisions in accordance with applicable laws, rules, regulations, and policies.
- Acts as the backup to the Senior Accounts Representative.
- Adheres to work schedule and attendance requirements.
- Adheres to all safety rules and regulations.
- Performs other work as directed and required.
- Must create a positive public image as a representative of the city.

#### **Position Qualifications:**

High School diploma or G.E.D. obtained with one (1) year of course work in general office practices such as typing, accounting, and data processing, or any combination of training and experience which provides the required knowledge, skills and ability to perform the job. Must be bondable and requires a valid driver license.

Applications may be obtained by visiting the City's website at [www.defuniaksprings.net](http://www.defuniaksprings.net) or City Hall, 71 US Hwy 90 West, DeFuniak Springs, Florida 32433. For more information, please contact the human resources department at 850-892-8500x119.

The City of DeFuniak Springs is an Equal Opportunity/Affirmative Action/ADA Employer/Drug Free Workplace. The City provides equal employment opportunities to all employees and applicants for employment without regard to race, color, ancestry, national origin, gender, sexual orientation, marital status, religion, age, disability, gender identity, results of genetic testing, or service in the military.