City of Las Vegas
Career Opportunity

Applications are being accepted for a full time **Customer Service Representative** for the City of Las Vegas Utilities Customer Service Division.

Entry Level: Per Pay Plan

Nature of Job: Providing quality customer service is critical for this position; he/she must be able to inform the public as well as other of the services provided through the utility department in a courteous and professional manner. This position involves a high degree of public contact requiring patience and the ability to communicate accurately and courteously on the telephone and in person. This position is the first point of contact for a customer; therefore he/she must have the ability to answer phones, create new accounts/close accounts, handle customer concerns and maintain a professional attitude at all times. Initiates adjustments to Customer Accounts when necessary, prepares work orders and other necessary forms for the purpose of cut ins, cut outs, read ins, read outs and disconnects, posts orders to customer records. Assists in data entry of new customer accounts to establish and maintain customer files.
May be required to prepare deposit refunds, prepares work order reports. Will be required to input information and perform inquiries into customer accounts. Will be required to perform other related functions. Make payment arrangements for customers. Make adjustments to accounts when NSF checks are received; contact the customer regarding fees. Prepare delinquent notices. Maintain contact with utility employees through use of two-way radio. Explain utility bills to customers in person and over the phone.
(A detailed job description is available at the Human Resource Office.)

Qualifications: A High School Diploma or equivalent. Must possess a valid New Mexico Class D operator's license and be insurable by the City's insurance carrier. Customer Service Training Certificates and hours preferred. Four (4) years experience in an office setting, vocational training as a receptionist or clerk typist may substitute for experience.

Posted: General Public: July 29, 2014 thru August 5, 2014

General Public: Defined as any person interested in the position who meets the qualifications as well as any City employee who did not meet the in-house deadline. An application with all necessary documentation including any pre-employment test must be completed and returned to the Human Resource Division.

Reviewed and approved for publishing by:

Elmer J. Martinez, Acting City Manager

Human Resource Manager