



## **JOB ANNOUNCEMENT**

### ***General Public***

**OPEN DATE: January 6, 2022**

**CLOSE DATE: Until Filled**

**JOB TITLE:** Customer Service Representative

**PAY RATE:** \$11.50/hour

**DEPARTMENT:** Utilities

**DIVISION:** Utility Services

### **SUMMARY**

Performs under the direction of the Customer Service Supervisor and Customer Service Manager.

### **DUTIES AND RESPONSIBILITIES**

- 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.
- May be required to perform other duties as assigned.

### **MINIMUM JOB REQUIREMENTS**

- High School Diploma or Equivalent.

### **EMPLOYMENT REQUIREMENTS**

- Must possess and maintain a valid New Mexico Class D Driver's License with a good driving record. Must 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.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of Microsoft Office Suite (Excel, Word, Publisher and Access), the use of Business English and Math, and be competent in spelling. Must also have knowledge of department office procedures, practices, and equipment.
- Skill in operation and care of a standard desktop computer and calculator.

- Ability to type forty (40) words per minute.
- Ability to communicate (speak, read and write) both in English and Spanish.
- Ability to meet the public courteously and to obtain information, and effectively explain to individuals relevant information that pertains to the activities and requirements of an assigned unit.
- To maintain clerical records of some complexity and to prepare standard reports.
- To make decisions from established regulations and departmental policies.
- Ability to understand and follow oral and written instructions.

**NOTE:** This position is subject to drug testing both pre-employment and random as set forth in the City of Las Vegas Drug Policy.

**APPLICATION PROCEDURE** – Interested applicants must submit a City of Las Vegas Employment Application.

The employment application is available at:

[http://lasvegasnm.gov/departments/human\\_resource\\_department](http://lasvegasnm.gov/departments/human_resource_department)

Application Materials can be sent to: Human Resources Department  
1700 N Grand Avenue  
Las Vegas, NM 87701

OR send via email to: [mgarcia@lasvegasnm.gov](mailto:mgarcia@lasvegasnm.gov)

**Reviewed and approved for publishing by:**

  
Leo Maestas, City Manager

  
Human Resource Director