**TOWN OF FAIRVIEW**

**JOB POSTING**

**POSITION:** Customer Service Representative/Administrative Assistant

 Posted 2/1/2021

**STATUS:** Fulltime

**AVAILABILITY:** Immediate, open until filled

**PAY:** $15.59/hr. - $18.35/hr.

**BENEFITS:**

Insurance: employee health, dental, vision, life, and long-term disability premiums paid by Town

Retirement: (1) TMRS: employee contributes 7% and Town matches 2:1, (2) Social Security

Paid time off benefits: vacations, illness, holidays

Longevity pay

**RESPONSIBILITIES:**

Under general supervision, receives and distributes incoming mail; receives incoming phone calls, answers questions, and directs calls to appropriate person. Provides professional customer service to Town residents, processes incoming utility billing payments, maintains utility accounts, posts past due penalties, and processes new service orders. Completes research on challenged utility accounts and provides resolution for customer within Town policy; performs other related duties. Assists with permitting process.

**REQUIREMENTS:**

High School Diploma or GED equivalent AND two (2) or more years customer support experience preferably in utility billing; OR an equivalent combination of education, training and experience.

**LICENSE AND CERTIFICATION REQUIREMENTS:** none

**Applicants must submit Town of Fairview Application for Employment. Applications are available on the Town of Fairview website,** [**www.fairviewtexas.org**](http://www.fairviewtexas.org) **(**JOB POSTINGS, HR DOCUMENTS, FAIRVIEW EMPLOYMENT APPLICATION)

**Town of Fairview**

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**EOE**