



Announcement No. 24.020

July 25, 2024

INTERNAL/EXTERNAL POSTING
CUSTOMER SERVICE REPRESENTATIVE
TREASURERS DEPARTMENT

Provides general departmental support, with emphasis on positive public/customer relations, serves as primary contact for citizen inquiries by email, telephone, and in person. Performs work of moderate difficulty related to sharing information/answering questions, recording and processing billing, cash handling, financial and routine accounting, support services, and record maintenance.

This is a full-time union position. The starting hourly rate is \$22.46 per hour. Competitive benefits package including the following: Pension benefit & deferred compensation retirement program. 12 paid holidays, 3 types of paid time off banks, health insurance, health care savings plan, insurance opt out provision, life insurance, dental & vision insurance.

Required Knowledge, Skills, Abilities, and Minimum Qualifications:

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

Knowledge and Skills:

- ✓ Ability to coordinate and accurately manage multiple tasks.
- ✓ Working skill in performing mathematical computations rapidly and accurately.
- ✓ Performs a variety of clerical accounting duties, including collecting fees for utility billing, taxes, special assessments, and all other revenue due to the City, processing appropriate receipts and posting transactions.
- ✓ Assists customers/citizens via telephone, email, and in-person in answering inquiries, assisting with utility activation/terminations, explaining details regarding billings for taxes, utilities, and other city invoices, and resolving customer issues.
- ✓ Performs accurate work associated with daily/monthly reconciling of receipts and preparation of supportive documentation on a daily/monthly basis in reconciling receipts from subsidiary programs to the general ledger. Prepares daily bank deposits and coordinates the electronic submission of customer checks.

Minimum Qualifications:

- ✓ High School Diploma or equivalent, with additional applicable related course work as necessary to maintain ability and skills
- ✓ A minimum of three years of related experience.
- ✓ Must reside in and maintain principal residence within 30 miles from the nearest city limit, within twelve months of the date of hire.

Please submit a completed application to the City of Traverse City, Human Resources Office, 400 Boardman Avenue, Traverse City, MI 49684 or via email to jobs@traverscitymi.gov

Applications can be found online under “application for employment” at

<https://www.traverscitymi.gov/jobs/jobs.html> **Internal applications are due by Thursday**

August 1, 2024

Traverse City is an Equal Opportunity Employer.