



**COFFEE COUNTY BOARD OF COMMISSIONERS
JOB OPENING
Customer Service Representative**

**Status: Full Time Position
Schedule: M- F 8 am – 5 pm**

Duties Include but not limited to:

1. Greets customers by the phone and in person.
2. Interacts with the public.
3. Processes payments in person and by phone.
4. Registers new garbage customers.
5. Inputs accounts into the system and orders garbage carts.
6. Balances cash drawer daily.
7. Opens and sorts mail and drop box.
8. Inputs payments.
9. Process return mail.
10. Inputs work orders in EZW system and places notes on customers' accounts.
11. Registers and keys new customer accounts.
12. Puts accounts on final billing.
13. Compiles refund letters along with refund checks to be mailed to customers.
14. Performs related duties.
15. Performs other duties as assigned.

COMPLEXITY/SCOPE OF WORK

- The work consists of related customer service duties.
- The purpose of this position is to process payments, resolve customer issues, issue refunds, receive deposits, and maintain a balanced drawer. Successful performance in this position helps contribute to the effectiveness of those functions.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed at a desk while intermittently walking, sitting, standing, bending, crouching, or stooping.
- The work is typically performed in an office and a very noisy place.

MINIMUM QUALIFICATIONS

- High school diploma or equivalent required.
- More than one year of related experience required.

Applications may be obtained from the County Commissioners office or the County's website: www.coffeecountygov.com and returned to the Coffee County Commissioners office, 101 S. Peterson Ave. Douglas, GA 31533.

Deadline for accepting applications is Friday, February 3, 2023. EOE