



TOWN OF PITTSBORO

Invites applications for the position of:

Customer Service Specialist

An Equal Opportunity Employer

HIRING SALARY	\$35,421 - \$41,500 Annually (Anticipated Hiring Range)
CLOSING DATE	Open Until Filled
POSITION TYPE	Full-Time (Monday – Friday, 8:15am – 5:15pm)
DEPARTMENT	Finance Department
FSLA Status	Non-Exempt

SUMMARY

The Town of Pittsboro is seeking an energetic candidate for our open Customer Service Specialist position. The Customer Service Specialist works under the general supervision of the Finance Director and will be responsible for providing reception, customer service, and accounts receivable/cash collections services for the Town.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Must be able to perform a variety of administrative and clerical duties, including establishing and maintaining paper and electronic files, organizing information for a variety of users, and utilizing financial software and the Microsoft Office suite of products to perform required duties.
- Must also have a broad knowledge of financial operations to perform effectively as a competent back-up for other Finance Department positions, as needed.
- Must have experience in cash collections and must be highly accurate.
- Must have excellent communication, customer service, and problem-solving skills.
- Perform other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

- General knowledge of the municipal government organizations, their function, operations, and departments.
- Skill in working independently and exercising sound judgment in making decisions in conformance with laws, regulations, and policies without supervision.
- Skill in meeting established deadlines.
- Skill in establishing and maintaining effective work relationships with vendors, management, government officials, department heads, and other employees.
- Skill in communicating and presenting ideas effectively in oral and written forms.
- Skill in internal customer service excellence and collaborative conflict resolution.
- Skill in the use of office technology, computer equipment with working knowledge of Microsoft Office 365.

EDUCATION, EXPERIENCE AND OTHER REQUIREMENTS:

- Associates degree in Office Administration, Business or a related field and two years of experience in a related position. An equivalent combination of education and experience will be considered.
- Valid North Carolina driver's license.
- Completion of a background check and a drug screen.
- To effectively perform required responsibilities, regular attendance is required.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable the individuals with disabilities to perform the essential functions.
- Work is performed primarily in a standard office environment and occasionally outdoors.
- Work involves walking; talking; hearing; using hands to handle, feel or operate objects, tools, or controls; and reaching with hands and arms.
- Vision abilities required by this job include close vision and the ability to adjust focus.
- The employee may be required to push, pull, lift, and/or carry objects up to 40 pounds
- Work may periodically require the employee to climb, balance, bend, stoop, kneel, crouch, and/or crawl.

ADDITIONAL INFORMATION:

- Interested applicants must submit a completed application to be considered.
- This is a continuous recruitment; review of applications will begin immediately. Prompt application is highly encouraged. Recruitment may close without notice.
- Successful candidates will be subject to a background check and drug screening.
- Applications are available on the Town's website at <https://pittsboronc.gov>
- Mail applications and resumes to Finance Director Heather Meacham at P.O. Box 759, Pittsboro, NC 27312 or email to hmeacham@pittsboronc.gov