

City of Helena-West Helena

Water Department

The City of Helena-West Helena is accepting applications for the position of **Customer Service Clerk** in the Water Department, a 40 hour per week position.

Applications will only be made available at the Mayor's office, City Clerk's office, or Human Resources office March 18, 2021 through March 29, 2021. Completed applications must be submitted to Human Resources during the time period shown above and by the end of business March 29, 2021. The above offices are located at 226 Perry Street, Helena, Arkansas.

The starting rate of pay is \$11.00 per hour or \$22,880 per year.

Duties include but are not limited to the following: Greet all customers professionally and with respect; Accept customer applications for new service, transfer of service, and termination of service; Maintain individual customer accounts; Research and collect delinquent accounts; Provide information and assistance to customers with questions or complaints and refer customers to appropriate individual as required ; Receive and post payments to customer accounts; Reconcile and prepare revenue for daily deposit; Maintain and file customer account information and month end billing reports; Respond to emergency conditions according to standard procedures; and Perform other duties as may be assigned.

Knowledge and skills required include but are not limited to the following: Knowledge of basic bookkeeping and accounting; Good oral and written communication skills; Skilled in the utilization of computers, copiers and adding machines; and have basic mathematical capability.

The City of Helena-West Helena is an Americans with Disabilities Act and Equal Opportunity Employer.