

## NOTICE TO THE PUBLIC

### JOB POSTING

#### Senior Customer Service Representative

**Posted: 2/11/2022**  
**End Date: Until Filled**

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The City of Monroe is now accepting applications for the position of Senior Customer Service Representative. This position is responsible for providing information and assistance to utility customers, including: new service applications, deposit determinations, coordination with code office inspections, service changes, payment arrangements or extensions, general service problem issues, etc.

Qualified applicants must:

- Have high school diploma or general education degree (GED); or equivalent combination of related training and experience as stated above under qualifications.
- Have at least four successful years of experience as a Customer Service Representative for the city and/or other highly related experience.
- Have knowledge of general office procedures.
- Have skill in operating such office equipment as a personal computer and calculator.

To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of citizens or employees of the city.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

The City of Monroe offers a comprehensive benefit package. The starting salary for this position is \$35,000. **Direct Deposit is a requirement.** Applications may be obtained at City Hall, 215 N. Broad Street, Monroe, GA 30655 or printed from the city website at [www.monroega.com](http://www.monroega.com) (under Government/Job Opportunities). A full job description is available at City Hall. A resume will not be accepted in lieu of a fully completed application, but may be attached. Completed job applications must be returned to/received by City Hall at the above address or by mail to City of Monroe, attn.: HR, PO Box 1249, Monroe, GA, 30655

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The City of Monroe is an Equal Opportunity Employer and a Certified Drug-Free Work Place.

Per Georgia Code 34-9-414 be advised that the City of Monroe does pre-employment, reasonable suspicion, post-accident, post rehabilitation, and routine fitness-for-duty (random) drug testing.