

## **OFFICE ASSISTANT / CUSTOMER SERVICE REPRESENTATIVE**

### **JOB SUMMARY:**

- Full-time position with benefits.
- Performs duties in support of office operations at Florence Utilities.

### **ESSENTIAL FUNCTIONS:**

- Determines needs of customers and general public visiting the office. Directs to the proper person or department for desired information and/or assistance.
- Is responsible for the prompt answering and accurate routing of incoming phone calls.
- Receives and processes cash receipts, including credit card transactions.
- Enters payments and readings into the computer.
- Prepares bank deposits.
- Assist with website and social media maintenance.
- Locates / Mapping.

### **EXPERIENCE, TRAINING, KNOWLEDGE, SKILLS AND ABILITIES:**

- Five years office setting experience
- Customer service background
- Knowledge of Microsoft products (Word, Excel)
- Knowledge of basic accounting procedures.
- Must obtain knowledge of policies and procedures relating to duties of the position.
- Ability to move about and within multi-level office building.
- Ability to travel as necessary for the purpose of training.

### **REQUIRED:**

- High School diploma or equivalent
- Pre-employment background check
- Pre-employment and random drug testing
- Confidentiality of customer account information
- May be required to come in after hours in the case of a utility emergency

### **WAGE AND BENEFITS:**

- Wage: minimum \$17 per hour
- Benefits:
  - Health, dental and life insurance
  - Wisconsin Retirement System (WRS) participation
  - Income continuation insurance (through WRS)
  - Paid vacation and sick leave

### **REPORTS TO:**

General Manager

The position description is not intended to be an all-inclusive list of job responsibilities, duties, and requirements; but to describe the standard level of work being performed.

Submit application, resume and cover letter to:

Kevin Inman, General Manager  
Florence Utilities  
PO Box 109, Florence, WI 54121  
Phone: 715-528-3330  
Email: careers@florwi.org