



JOB ANNOUNCEMENT

The City of West Plains, an Equal Opportunity Employer, is seeking a qualified candidate to serve as a **Customer Service Representative** with the Administration Department. This is a full-time, non-exempt position consisting of 40 hours per week.

The ideal candidate regularly demonstrates our values of teamwork, commitment, learning, integrity, customer service and initiative while serving a variety of roles for the department. Primary responsibilities include providing a high level of professional customer service to all customers and other visitors to city hall, in person, over the phone and via email. Assist customers with technical and financial tasks related to new and existing utility accounts and other municipal services and fees. Balance cash drawer and post daily receipts for accounts receivable and prepare daily bank deposits. Candidate must be able to satisfactorily perform multiple tasks and prioritize work while producing quality work with few errors. Experience in a fast-paced and collaborative environment is preferred.

This position will be work in an office environment with moderate noise levels and controlled temperature conditions. This is primarily a sedentary office classification, requiring sitting at a computer for several hours, although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, depth perception, color vision, peripheral vision, and ability to adjust focus. Mental application utilizes memory for details, verbal instructions, emotional stability, and critical thinking.

MINIMUM QUALIFICATIONS

- High School diploma, GED or equivalent.
- One (1) year of customer service and cash collection experience and/or training.
- Possess and maintain a valid Missouri Driver's License throughout employment and meet the requirements of the City of West Plains Operation of Vehicles Policy.

SALARY AND BENEFITS

- The Customer Service Representative has a salary range of \$14.98 to 20.89 per hour, depending on qualifications and experience.
- A comprehensive benefit package is also offered, which includes:
 - Medical, Dental, Basic Life/AD&D and Long-Term Disability coverages offered at zero cost to the employee, with dependent coverage offered at the employee's cost.
 - Missouri Local Government Employee Retirement System (LAGERS) which is fully funded by the City (no cost to employee) with vesting after 5 years.
 - Voluntary participation in Vision, Cafeteria Plan IRS Section 125, Deferred Compensation 457(b) Plans, Flexible Spending Account (FSA) and Supplemental Life, Accident, Cancer coverage, and an Employee Assistance Program (EAP).
 - Generous paid time off ("PTO") program in which new employees receive eight hours of PTO per pay period.

TO APPLY

To be considered for employment, you must submit a completed City of West Plains application. Applications are available online at www.westplains.gov. Completed applications and resumes may be emailed to hr@westplains.gov or delivered in-person to City Hall. All offers of employment are contingent upon successful completion of all pre-employment or post-offer testing, including but not limited to, drug and alcohol screening, thorough background investigation, credit check and medical examination.