



# CITY OF UVALDE

## *Uvalde, Texas*

P.O. Box 799, 78802-0799  
(830) 278-3315  
FAX: (830) 591-2685

### Job Notice:

The City of Uvalde is currently accepting applications for the following position:

Position:	<b>Cashier / Customer Service Representative</b>
Department:	Utility
Closing Date:	Friday, July 20, 2018
Starting Salary:	\$26,332.80
Hours:	8:00 a.m. - 5:00 p.m., Monday – Friday (Subject to Dept. Head's discretion - hours may vary)

### Main Areas of Responsibility:

Under the general direction of the Utility Office Manager, performs customer service to Utility customers by receiving payments; assisting customers with new services; receiving and screening department phone calls; greeting and directing walk-in customers to appropriate departments; typing work orders; typing and mailing final notices; copying, faxing and completing documents; collecting payments from customers; filing service orders; and balancing cash drawer.

### ESSENTIAL DUTIES AND RESPONSIBILITIES: *pursuant to the Americans with Disabilities Act, may include the following:*

- Serves as cashier including receipts of utility payments and various other payments, and posting payments to appropriate accounts.
- Assists in setting up, closing maintaining, and amending utility accounts.
- Verbal Communication skills to interact effectively with customers, employees, and supervisors
- Assist with other clerical positions when needed.
- Researches accounts as requested
- Maintains and compiles data on utility service accounts; prepares reports on utility services accounts.
- Prepares, maintains, records, and files data related to daily analysis report.
- Maintains, records, and documents customer service issues in the form of Request for Service slips.
- Completes and maintains water and gas work order record in backup books.
- Processes meter reading data from handheld devices and keeps devices ready for daily use.
- Processes meter order for new accounts and billing adjustments.
- Assists in coordinating the service application process with gas, water, and sanitation supervisors, inspectors and agency staff.
- Resolves complex and sensitive customer service issues; answers questions regarding water, gas, collection routes and customer complaints.
- Handles gas leak reports on a priority basis to ensure the safety of the public.
- Dispatches water, gas, and sanitation to service problems.
- Writing skills to prepare reports
- Math skills to calculate and understand Utility reports
- Reading skills to understand customer's information and reports
- Prefer ability to speak English and Spanish
- Knowledge and ability to operate office equipment (computer, printer, calculator)



- Ability to stand for extended periods of time, the ability to work safely and the ability to lift to 25 lbs.
  - Assist with other clerical positions when needed.
  - Provides customer service by answering phone calls; greeting and directing walk-in customers
  - Ability to handle cash for payment of utility bills and additional services
  - Researches accounts as requested by Finance Director.
  - Basic computer skills preferred, but not required
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**Additional Qualifications:**

Qualifications include the following: High School graduate or GED; experience preferred but not required; must possess a valid Texas Driver's License. Pre-employment drug testing, driving history (*if applicable*), and background check consisting of employment history, professional references, criminal check and educational verification (i.e., degree, license, and/or official transcript) will be conducted. All applicants will be required to pass the pre-employment testing and background check to the satisfaction of the City.

Applications may be requested from and sent to:      City of Uvalde  
Larissa Rodriguez, Director of Human Resources  
P.O. Box 799 Uvalde, Texas 78802-0799  
(830) 278-3315 ext. 122      lrodriguez@uvaldetx.gov  
[www.uvaldetx.com/content/employment](http://www.uvaldetx.com/content/employment)

**The City of Uvalde is an Equal Opportunity Employer.**

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