



Job Vacancy

Cashier/Customer Service Associate

DEPARTMENT: Customer Service

SALARY: 17.18/HR

REPORTS TO: Customer Service Manager

STATUS: Full Time

JOB DESCRIPTION:

Incumbent serves as Cashier/Customer Service Associate for the Gary Sanitary District Customer Service Department, responsible for processing payments, accounting for receipts and disbursements, and providing excellent customer service. Assist customers with payment transactions and account agreements. Processes customer complaints and bill discrepancies. Negotiates customer agreements. Processes payments, operating cash register and credit card machine. Processes drop box payments. Posts and logs receipt of payments. Prepares daily transaction reports. Works with Indiana American Water Company representatives to handle customer accounts. Answer telephone and provides information and assistance, and/or directs callers to appropriate individual or department. Performs related duties as assigned.

QUALIFICATIONS:

High school diploma/GED required with two (2) years of work experience in customer service, accounts receivable and collections preferred. Practical knowledge of standard customer service practices with ability to apply excellent verbal communication, customer service, conflict resolution, and problem-solving skills in person and on telephone. Practical knowledge of basic bookkeeping/accounting practices with ability to count, perform calculations, process payments, log payments, and reconcile discrepancies. Working knowledge of basic filing systems and ability to create and maintain Department files and records.

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