

## **Customer Service Representative**

Cleveland County Water (CCW) is a Sanitary District located in Cleveland County, NC. CCW is currently seeking qualified applicants for the position of Customer Service Representative. CCW serves public water supply to a population of 50,000 and has over 20,000 active accounts.

The Customer Service Representative position is responsible for receiving and processing payments for utility bills; balancing and verifying the accuracy of cash drawers; receiving and processing applications for new services and water taps; answering the telephone and receiving and responding to customer inquiries or complaints regarding utility bills either in person or via telephone; processing work orders and maintenance calls; processing and receiving incoming and outgoing mail associated with utility bills; and other related work as apparent or assigned.

Qualifications require education and experience equivalent to graduation with a high school diploma or GED equivalent. Experience in customer service and collections operations involving public contact is required. General knowledge of clerical and accounting terminology, methods, procedures, and equipment as well as general knowledge of standard office procedures, practices, and equipment is also required. Must possess the ability to communicate effectively in oral and written form; ability to follow detailed work procedures and ability to post accounts and to perform mathematical computations with speed and accuracy. Possession of a valid driver's license in the State of North Carolina

Cleveland County Water offers competitive salaries and excellent benefits including but not limited to health, dental & vision insurance, 401K contribution, local government retirement system participation, and longevity pay.

**All interested applicants must complete and return a CCW application which can be obtained from our website at [www.clevelandcountywater.com](http://www.clevelandcountywater.com). Applications can be emailed to [personnel@clevelandcountywater.com](mailto:personnel@clevelandcountywater.com) or mailed as follows:**

**Cleveland County Water  
Attn: Customer Services Director  
PO Box 788  
Lawndale, NC 28090.**

**Position open until filled.**

**Cleveland County Water is an Equal Opportunity Employer.**