

SANITARY BOARD OF THE CITY OF
CHARLESTON, WEST VIRGINIA
A MUNICIPAL UTILITY

CUSTOMER SERVICE SPECIALIST

The Sanitary Board of the City of Charleston WV is seeking to fill the position of Customer Service Specialist. This position provides information to customers and collects counter payments and assists in the collection of delinquent accounts.

Primary Duties include, but are not limited to, collecting cash payments with accuracy and integrity, balancing teller fund daily and preparing deposit with accuracy, recording customer account changes, dealing with customers on the phone and in person, negotiating payment agreements on past due accounts, researching uncollectible accounts, and processing collection letters and preparing them for mailing.

Required Knowledge/Skills include, but are not limited to, strong math skills, cash handling, must be able to use an adding machine quickly and accurately, must have good communication skills, ability to work well with others, and must be able to work in a fast paced work environment. Must have a high school diploma or GED and be proficient in the use of personal computers and most common office automation.

The Sanitary Board offers an excellent compensation package including a competitive wage and access to a full range of excellent benefits including; health, vision, dental and life insurance; the PERS (State) Retirement program and a generous paid-leave (annual and sick leave) program.

Please respond by providing a complete, current resume and a letter of interest to: The Sanitary Board of the City of Charleston, 208 26th Street, West, Charleston, WV 25387-1818, Attn: Human Resources Manager. No phone calls please. Equal Opportunity Employer.