

Internal Posting Date: 11/18/2024 – 11/24/2024

External Posting Date: 12/19/2024 – 1/15/2024

# JOB POSTING

## **Customer Service** **Customer Service Representative**

### **Position Summary:**

Cranberry Township, Butler County, is seeking applicants to fill a full-time Customer Service Representative position. This position is responsible for providing daily customer service support for all aspects of Township operations. Cranberry Township is a dynamic growing residential and business community that offers a variety of services to its residents, businesses, and visitors. As a customer service representative, the successful candidate for this position will often serve as the initial and primary interface with the public and must be able to provide outstanding customer service through their knowledge and expertise of Township operations and foster trust and customer satisfaction with Township residents, businesses and guests. Customer service representatives interact with the public through a variety of avenues, including in-person, or via email, telephone or through Township software programs.

This position will assist the public in a variety of ways, including but not limited to answering questions related to general Township operations, addressing basic billing matters associated with Township utility services, processing move in and move out utility service applications, processing lien letter requests, assisting in parks and recreations program and facility registration, and processing payments.

This is a full-time position whose work hours will be based on Township operating hours and scheduling needs and would include evening and weekend hours.

### **Position Information:**

#### **Required Qualifications**

This position requires a high school diploma or GED; supplemented by at least six (6) months of customer service experience that includes a demonstrated ability to respond to public inquiries associated with an organization's operations and at least six (6) months of clerical experience, that includes a demonstrated ability with cashiering/billing operations and processing payments; or an equivalent combination of education, certification, training, and/or experience. This position also requires general knowledge and at least three (3) months' experience that demonstrates the applicant's ability to use a computer and Microsoft Office applications.

**Internal Posting Date: 11/18/2024 – 11/24/2024**

**External Posting Date: 12/19/2024 – 1/15/2024**

Preferred Qualifications

At least one (1) year of customer service or clerical experience in a municipal or utility setting and supplemental college courses in bookkeeping or record management preferred.

Necessary Knowledge, Skills and Abilities Necessary for This Position Include:

Basic knowledge of clerical procedures and systems such as word processing, managing files and records, and other office procedures

Knowledge of Microsoft Office and the ability to learn various software as needed

Ability to deal courteously with the public, communicate effectively orally and in writing

Ability to learn and communicate comprehensive information and details about the Township's operations and services

Wage and Benefits

Approximate Hourly Wage: \$18.00-\$18.50

Fringe benefits include, among other things, health, dental and vision benefits and a generous deferred compensation plan. Specific questions regarding benefits can be sent to [Human\\_Resources@cranberrytownship.org](mailto:Human_Resources@cranberrytownship.org)

**Position Contact Information:**

Individuals interested in this position should submit an application by January 15<sup>th</sup>, 2025 to <http://www.cranberrytownship.org/employment>.

EOE/M/F/D/V