

Job Posting: Customer Service Representative

Cochran City Hall

The City of Cochran is seeking a friendly and professional Customer Service Representative to join our team at City Hall. This position plays a crucial role in serving our community and maintaining positive relationships with our residents.

Position Summary:

The Customer Service Representative will be the first point of contact for citizens visiting or contacting Cochran City Hall. This role requires excellent communication skills, patience, and the ability to handle various inquiries and transactions efficiently.

Key Responsibilities:

- Greet and assist visitors to City Hall in a courteous and professional manner
- Answer phone calls and respond to email inquiries
- Process utility payments and other city fees
- Provide information about city services, programs, and events
- Assist citizens with filling out forms and applications
- Direct inquiries to appropriate city departments when necessary
- Maintain accurate records of customer interactions and transactions
- Help resolve customer complaints and concerns
- Perform general administrative duties as assigned

Qualifications:

- High school diploma or equivalent; some college education preferred
- Minimum of 1 year experience in customer service
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook)
- Excellent verbal and written communication skills
- Strong problem-solving abilities
- Ability to multitask in a fast-paced environment
- Patience and empathy when dealing with the public

- Basic math skills for handling payments and transactions

Preferred Skills:

- Knowledge of local government operations
- Experience with cash handling and reconciliation
- Bilingual skills (English/Spanish) a plus

Additional Requirements:

- Must pass a background check
- Ability to sit for extended periods and operate standard office equipment

Work Schedule:

Full-time, Monday to Friday, 8:00 AM to 5:00 PM. Occasional evening or weekend hours may be required for special events.

Salary and Benefits:

Competitive salary based on experience. The City of Cochran offers a comprehensive benefits package including health insurance, retirement plan, and paid time off.

How to Apply:

Please submit a resume and cover letter to Candace Summerall csummerall@cityofcochran.com with the subject line "Customer Service Representative Application - [Your Name]". You will also need to fill out our application [City of Cochran Application.pdf](#) and include with resume.

Application Deadline: Until filled

The City of Cochran is an Equal Opportunity Employer. We are committed to creating a diverse and inclusive work environment and do not discriminate on the basis of race, color, religion, sex, national origin, age, disability, or genetic information.