



# JOB ANNOUNCEMENT CUSTOMER SERVICE/ACCOUNTING CLERK

OPENING DATE: August 22, 2019

CLOSING DATE: Until filled

## MINIMUM REQUIREMENTS:

Applicants meeting the minimum requirements will be evaluated for previous training or experience in the duties, knowledge, skills and abilities described below. Those applicants whose training and/or experience best relates to the duties, knowledge, skills, and abilities outlined below will be given first consideration for this position.

## REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledgeable - 2 to 4 years of experience in customer services practices  
Knowledgeable - 2 to 4 years of experience basic accounting theory and methods.  
Knowledgeable - 2 to 4 years of experience of standard office practices and procedures.  
Knowledgeable - 2 to 4 years of experience) of proper filing and record keeping systems.  
Skills in the operation of a 10 key calculator.  
Skills in the use of Microsoft Word, Access & Excel.  
Ability to communicate effectively, both orally and in writing in a professional manner.  
Ability to perform moderate to advanced mathematical calculations.  
High School Graduate or General Education Degree (GED): Required

Applicants will be evaluated on the length and quality of work experience of a related nature in previous positions and on other factors such as:

- Absenteeism records
- Current job performance ratings
- Reference from previous employers attesting to work habits, punctuality, and reliability.

All applicants should be dependable and hard-working and must have the ability to understand and carry out written & oral instructions. Applicants must have the ability to work well with supervisors, department personnel and the general public.

## DUTIES AND RESPONSIBILITIES:

1. Serves as point of contact for customers. Researches and responds to customer questions, problems and complaints.
2. Reviews and edits pre-bill reports before the bills are processed by Central Arkansas Water.
3. Reviews any other reports generated for proper coding of accounts, sewer service attached, etc.
4. Enters any billing adjustments, after approval by the Customer Service Supervisor, into the billing systems program.
5. Issues permits to plumbers, contractors or homeowners. Also coordinates with and conveys information to Inspector.
6. Enter billing information into various accounting spreadsheets
7. Performs other duties assigned by the Customer Service Supervisor or the Finance Manager.

APPLICANTS SHOULD SUBMIT A STANDARD NLR WASTEWATER APPLICATION FORM AND RESUME' TO:

NORTH LITTLE ROCK WASTEWATER  
HUMAN RESOURCES DEPARTMENT  
Post Office Box 17898  
7400 BAUCUM PIKE  
NORTH LITTLE ROCK, ARKANSAS 72117

The application can be filed out on line. Go to the City NLR site below and complete the application.

[http://nlr.ar.gov/government/a\\_z\\_department\\_list/wastewater/wastewater\\_employment](http://nlr.ar.gov/government/a_z_department_list/wastewater/wastewater_employment)