



# CITY OF MOUNT PLEASANT

## *Job Announcement*

The *City of Mount Pleasant* is accepting applications Customer Service Lead in the Finance Department.

Applicants must have a minimum of an associates degree in management and/or business, or three years experience in office supervision and a valid Tennessee driver's license. We prefer a minimum of two years of billing and collections experience. Experience in utilities and government accounting is preferred. The ability to establish and maintain an effective working relationship with the public and other employees is a must.

Drug screening and physical examination will be required prior to employment.

Salary depends on experience.

Application forms are available on the City's website, [www.mountpleasanttn.org](http://www.mountpleasanttn.org), Department: Human Resources, or at Mount Pleasant City Hall, 100 Public Square, Mount Pleasant, TN.

Interested applicants may email their applications to [spinkard@mountpleasanttn.org](mailto:spinkard@mountpleasanttn.org) ,or fax to Sonya Pinkard, Human Resource Director, at 931-379-5418.

Applications will be accepted until position is filled.

The *City of Mount Pleasant* is an Equal Opportunity Employer and does not discriminate on the basis of race, gender, color, religion, national origin, age, disability, genetic information or veteran status in employment opportunities and benefits.

## Customer Service Lead

### Job Description:

1. Responsible for supervising the customer service representatives.
2. Responsible for assisting the customer service representatives in working the window when one is absent, during lunch periods, on busy days, or whenever needed.
3. Responsible for supervising the flow of information ensuring that customers/ taxpayers are routed to the appropriate department and not being transferred from one department to another.
4. Responsible for supervising and assisting in preparing cutoff reports.
5. Assist in preparing the daily deposits.
6. Making daily backups and preparing them to be taken to the lockbox.
7. Responsible for balancing the end of month accounts receivable to the general ledger, and locating differences.
8. Responsible for troubleshooting customer/taxpayer issues.
9. Assisting the CSR's in monthly billing.
10. Responsible for setting up and/or verifying that new customers are set up in the billing program correctly.
11. Responsible for establishing customer utility and rental deposits based on guidelines established by the Board of Commissioners and the City Manager.
12. Responsible for assisting new businesses in obtaining the necessary licenses and permits.
13. Responsible for tracking customer deposits and verifying they are sufficient according to Internal Controls established by the Board of Commissioners and the City Manager.
14. Communicate with and verify adjustments to utility accounts to be made by the Public Works Department.
15. Responsible for the utilities collection process, including the approval of the list (prepared by the Accountant) to be turned over to the collections agency and assisting the Accountant with the write-off list to be approved by the City Commission. Then entering the write-offs into the computer system.

16. Responsible to see that documents are being timely scanned into the document management system.
17. This is an exempt position, and as such this person will be expected to attend meetings as requested and occasionally attend community functions which promote the image of the city.
18. Other duties as assigned.