



CULLMAN COUNTY COMMISSION VACANCY ANNOUNCEMENT

VACANCY	POSTING DATE	CLOSING DATE
NON-EXEMPT POSITION	12/28/2021	POSTED UNTIL POSITION IS FILLED (POSTED FOR A MINIMUM OF 7 DAYS)
JOB TITLE	SR CSR (SENIOR CUSTOMER SERVICE REPRESENTATIVE)	
DEPARTMENT	SANITATION	
STATUS	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Temporary/Seasonal	
PAY GRADE	Grade C4, Step 0 (\$13.17/hr)	
POSITION DESCRIPTION	<p>The employee is responsible for providing assistance to sanitation customers. Contacts and visits delinquent customers to collect on past due accounts. Performs various administrative duties related to sanitation customer accounts.</p>	
REQUIREMENTS FOR POSITION	<ul style="list-style-type: none"> • Knowledge of general office practices and procedures. • Computer skills to enter customer information, update customer accounts, and look up problem accounts on a computer system. • Skills to effectively communicate with officials, supervisor, co-workers, and the general public. • Knowledge of financial management principles and basic accounting principles. • Problem solving skills to resolve telephone and in person customer complaints. • Must be able to assist Superintendent in dispatching drivers. • Math skills to compile and calculate tonnage on daily landfill tickets received. • Writing skills to complete forms and reports and to post accounts. • Ability to work overtime and weekends if required. • Must possess a driving record that meets standards set by the county's insurance carrier. 	
EDUCATION/EXPERIENCE	Must possess a high school diploma or equivalent and 5 years' experience in customer service/administrative duties, preferred.	
HOW TO APPLY	<p>Employment applications are available on our website at www.co.cullman.al.us , or from the Personnel Department at the County Courthouse, 500 2nd Ave SW- Room 109, Cullman, AL 35055.</p> <p>Completed employment application, with current resume (if applicable) must be returned to the Cullman County Commission Personnel Department. May be delivered in person or:</p> <p style="text-align: center;"> Mailed to: 500 2nd Ave SW, Cullman, AL 35055 Emailed to: personnel@co.cullman.al.us Faxed to: (256) 775-4670 The Personnel Department may be contacted at (256) 775-4891 </p>	

Cullman County Commission is an Equal Opportunity Employer. We do not discriminate on the basis of race, religion, color, sex, age, national origin, disability or any other protected status.