



**EMPLOYMENT OPPORTUNITY
WITH THE
CITY OF LA MARQUE**

POSITION AVAILABLE: CUSTOMER SERVICE REPRESENTATIVE

GENERAL DESCRIPTION:	<p>Responsible for providing efficient and courteous customer service to citizens/customers by performing clerical duties of a routine to moderately complex nature for the preparation and maintenance of City utility billing records and other office support functions; performs related work as required.</p> <p>Incumbent must be able to perform duties per detailed instructions with adherence to prescribed standards and procedures. Work involves receiving, balancing, and depositing cash and checks; ensuring the currency and accuracy of accounts, selling refuse bags and filing records. Reports to Utility Billing/Sanitation Manager.</p>
MINIMUM TRAINING/EXPERIENCE:	<ul style="list-style-type: none">• High School Diploma or GED, including or supplemented by coursed in business practices, customer service, and/or secretarial practices.• 6-12 months experience in cash handling, problem analytical skills, and/or customer service; alternately,• An equivalent combination of training and experience, which provides the required knowledge, skills, and abilities.• Bilingual preferred; not required.
SALARY:	\$13.530
DEADLINE:	Open Until Filled

An application must be completed and may be obtained on the City's website at www.cityoflamarque.org The City of La Marque is an Equal Opportunity Employer (EOE). Go to the "Employment" tab to print an Employment Application. Employment Applications may be hand delivered or mailed to the City of La Marque City Hall at the address listed below or faxed to 409-935-0401.

**City of La Marque
1111 Bayou Road**

See Job Description and Employee Benefits attached.

La Marque, Texas 77568 Title: Customer Service Representative
Department: Utility Billing **Grade Level:** **FLSA Status:** Non-Exempt
Reports To: Utility Billing/Sanitation Manager **Immediate Subordinates:** N/A

Job Summary

Responsible for providing efficient and courteous customer service to citizens/customers by performing clerical duties of a routine to moderately complex nature for the preparation and maintenance of City utility billing records and other office support functions; performs related work as required.

Incumbent must be able to perform duties per detailed instructions with adherence to prescribed standards and procedures. Work involves receiving, balancing, and depositing cash and checks; ensuring the currency and accuracy of accounts, selling refuse bags and filing records. Reports to Utility Billing/Sanitation Manager.

Essential Job Functions (Must be performed with or without accommodations)

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Performs general bookkeeping and accounting tasks as necessary to maintain utility accounts including but not limited to collecting, receipting, and posting payment to appropriate accounts; balancing cash transactions/drawer and all other duties as assigned by supervisor
- Assist customers in problem resolution regarding service and billing; responds to customers' requests, concerns, and/or complaints
- Monitors delinquent accounts for disconnection/reconnection of service; processes approved billing adjustments and initiating and completing all necessary work orders for utility accounts;
- Communicates information regarding complaints, high utility invoices, etc. to Supervisor, and/or field personnel, as appropriate to assure proper resolution;
- Performs general clerical duties as required, including but not limited to answering telephone, communicating via two-way radio, generating reports and correspondences, copying, scanning and filing documents, preparing mail and night-drop, maintaining logs, shredding, etc.
- Processes "new service" and "final" applications per establish policies, processes, and procedures;
- Summarizes data in preparation of standardized reports, and maintains filing system;
- Serves as back up for Utility Billing Analyst as needed;
- Performs other duties as assigned.

Minimum Training and Experience

- High School Diploma or GED, including or supplemented by coursed in business practices, customer service, and/or secretarial practices.
- 6-12 months experience in cash handling, problem analytical skills, and/or customer service; alternately,

- An equivalent combination of training and experience, which provides the required knowledge, skills, and abilities.
- Bilingual preferred, not required.

EMERGENCY OPERATION CLASSIFICATION: TIER 2- Employees not at work are responsible for maintaining contact with their supervisor regarding assignments, to stay abreast of the situation by monitoring radio and television for instructions, and by calling the Emergency Operations Center daily.

Benefits for City of La Marque Employees

Medical Insurance (Blue Cross Blue Shield): City pays the full premium for the employee only. Dependent coverage is offered but is paid by the employee.

Dental/Vision/Life Insurance (MetLife): City pays the full premium for Dental Insurance for the employee only. Dependent Insurance is offered but is paid by the employee.

City offers Vision Insurance for employee & dependents but not paid by the City. Very low premium offered to the employees.

Life Insurance: \$50,000 Basic Life Insurance for an employee.

All insurance does not go in to effect for new hires until 30 days after their hire date and the first of the next month.

TMRS (Texas Municipal Retirement System): Each employee contributes 7% of salary per pay period into the TMRS retirement system. Once the employee is vested (5 years of service), the City matches it 2-1 by time of retirement. Eligibility for retirement is 20 years of service or reaches age 60 whichever comes earlier plus vested five years.

Vacation/Sick Leave: Each employee earns 6.7 hours of vacation per month and 8 hours of sick leave per month.

Holidays: Employees have 12 paid holidays a year.

New Year's Day

Martin Luther King Birthday

Good Friday

Memorial Day

Juneteenth

Independence Day

Labor Day

Veteran's Day

Thanksgiving Day

Day after Thanksgiving

Christmas Eve

Christmas Day

Longevity Pay: When an employee reaches 12 months of service with the City, the employee will start earning \$6.00 a month of longevity pay. The next November they will receive a paper check for the total accumulated. It adds up every year.

Mission Square Retirement (457 Plan): This is similar to a 401K. A 457 Plan is a retirement savings plan and investment vehicle with tax advantages. This is a supplemental retirement plan offered to employees besides the TMRS plan. Our Mission Square package also includes the Roth IRA feature to allow tax-free benefits from our investments

Deer Oaks Employee Assistance Program: A free, confidential benefit offering short-term counseling, resources and referrals for employees and the employee's dependents.

Premier Pension Solutions (Section 125 Cafeteria Plan): This is a Health Care Flexible Spending Account (FSA) and /or Health Reimbursement Account (HRA) dollars can be used for a variety of out-of-pocket health care expenses that qualify as federal income tax deductions under Section 213(d) of the internal Revenue Code ("IRC").