JOB ANNOUNCEMENT

The City of Norwich announces a closed promotional and an open examination to fill a vacancy and establish an eligibility list for the following classification:

53307 – CUSTOMER ACCOUNT REPRESENTATIVE I

Public Utilities Department

Open Until: May 13, 2022 at 04:30 PM EST

Rate of Pay: $50,876.80 - $61,776.00

General Description

With assistance, and working as part of a team, deal directly with customers to establish and maintain customer accounts and pursue collection of delinquent accounts according to NPU policies and procedures and state regulations. Process payments and record information in various systems. Meet internal and external customer needs with professionalism.

Qualifications

Graduation from a recognized High School or hold an equivalent High School Diploma. Strong working knowledge of customer billing and customer information systems and Microsoft Office applications. Five years' experience in high volume customer service environment with cash handling utilizing a customer information system (such as banking or call center). Bi-lingual speaking skills strongly preferred.

Important Information

In order to be considered, applicants must demonstrate on their application they meet the minimum qualifications as stated in the job announcement.

You must reside within the State of Connecticut, 60 miles from Norwich within one year of appointment.

The complete job description is available online.

Examination will consist of 100% written.

To apply visit our website at www.norwichct.org/hr.
For questions or additional information, call (860) 823-3836.

AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER

4/22/2022 Bhm