



## CITY OF TOMBALL PUBLIC POSITION POSTING

### CUSTOMER SERVICE SPECIALIST

The City of Tomball is accepting applications for the position of Customer Service Specialist. Duties of this position include utility billing functions, city permit issuance, other city payments, and customer service related functions as assigned. This individual will be responsible for cash collection, reconciliation and preparing deposits.

#### QUALIFICATIONS:

- Must have professional customer service and phone skills
- High level of computer skills to include two (2) years of experience with Microsoft programs such as Excel and Word
- Ability to create reports as needed for responding to public requests and surveys
- Ability to research City codes and ordinances to answer questions regarding utilities, inspections and permits
- Ability to communicate well with employees, public and other governmental agencies
- Experience in accounting and cash handling is helpful
- Permit and document scanning experience is preferred
- Must possess H. S. Diploma or GED
- Must be able to successfully pass pre-employment drug screening
- This position is eligible for Spanish Language pay

#### SALARY:

- Hiring Range: \$36,326 - \$38,142
  - Salary Range: \$36,326 - \$49,147
- Salary is dependent upon on experience and qualifications

#### CLOSING DATE:

- Applications will be accepted until 4:00pm, Friday, December 6, 2019.

Applications are available on our website ([www.tomballtx.gov](http://www.tomballtx.gov)) and at City Hall and may be submitted to:

- City Hall, attn: Human Resources, 401 Market Street, Tomball, TX 77375
- Fax (281) 290-1088 or e-mail [hr@tomballtx.gov](mailto:hr@tomballtx.gov)
- Office hours are 8 am to 5 pm Mon – Thurs. & 8 am to 4 pm Fri.

Equal Employment Opportunity Statement - The City of Tomball does not discriminate on the basis of Race, Color, National Origin, Sex, Religion, Age or Disability in employment or the provision of services.