

THE CITY OF SALISBURY
HUMAN RESOURCES DEPARTMENT
City Office Building
132 North Main Street, 2nd Floor
P. O. Box 479
Salisbury, NC 28145-0479



EMPLOYMENT OPPORTUNITIES

Customer Service Manager

Your Career, Your Community

As a Customer Service Manager in the City of Salisbury, you can make a difference! The City is seeking motivated candidates who will manage customer service operations, utility billing and collections. Main duties include but are not limited to: selling Broadband services and assisting with customer retention efforts; processing monthly billing; managing and supervising utility billing and collections; overseeing the collection of various account receivables; managing customer account maintenance including new service and collection of delinquent accounts; responding to inquiries and complaints by researching customer payment or billing and posting errors; and assisting with implementing department goals and objectives. Join our team for a rewarding career that includes many benefits such as: 401K, Wellness Clinic, Insurance and more!

Minimum Requirements:

- Bachelor's degree with coursework in accounting, finance, business administration or a related field and moderate experience in revenue collection, or equivalent combination of education and experience
- Must have a valid NC Driver's License
- Strong communication skills
- Prior experience in managing a customer service group including billing and collections or a call center

Closing Date: May 12, 2015
Salary range: \$37,731.78 - \$57,000.00

Please apply online at www.salisburync.gov/hr

For questions please call/visit:

City of Salisbury Human Resources Department, City Office Building, 132 North Main Street, 2nd Floor. Phone: (704)638-5217.

The City of Salisbury prohibits discrimination on the basis of race, color, national origin, sex, veteran status, sexual orientation, religion, age or disability in employment or the provision of services.

The City of Salisbury is a Drug Free Workplace
Job Opportunities Hotline: (704) 638-5355