



Seeking applications for the position of:
Customer Service Representative—City Hall

Open Date: April 16, 2025 Closing Date: April 30, 2025 at 5:00p

Starting Wage: \$3,456.27 per month plus a generous benefit package including: PERSI retirement, medical, dental, and vision, and paid vacation and sick leave

QUALIFICATIONS:

- Graduation from high school or possession of a GED; and
- One or more year experience in the performance of secretarial and administrative support duties; and
- Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

General Statement of Duties: Under the direct supervision of the City Treasurer, this position provides customer service and technical assistance regarding utility billing and account status for water/wastewater/trash/fiber services and will also take payments for utility services. This position also provides administrative support and clerical duties to the Water/Wastewater/Fiber Optics departments and performs a wide variety of administrative support and clerical duties to City Hall including issuance of various licenses, permits, and passes and performs related work as required.

Required Knowledge, Skills & Abilities:

Knowledge of:

- Modern office procedures, practices, and equipment including the use of Microsoft Office software, internet, Outlook, and webpages
- Strong communication skills including a command of spelling, grammar, and punctuation
- Excellent customer service skills
- Telephone etiquette
- Cash, credit card, and check receipting and handling

Ability to:

- Learn City policies and department rules, procedures, practices, and objectives
- Provide and maintain the highest standard of customer service and public relations
- Create and maintain records and files efficiently and accurately
- Type proficiently and accurately
- Analyze accounting data for control and reporting purposes

Please send letters of interest explaining why you believe you are the most qualified candidate for the position along with a completed application and resume to the Human Resources Department at PO Box 10, Mountain Home, ID 83647 or email HR@mountain-home.us. Applications can also be submitted in-person to City Hall at 160 S 3rd E St. A full job description is available at City Hall.