

**VACANCY
ANNOUNCEMENT**

Date: 04/20/2026

Greene County Water Department

227 Kingold Blvd
Suite D
Snow Hill, NC 28580

Utility Customer Services Representative

Salary Grade: 61
Hiring Salary: \$33,467
Permanent Full Time

Description

An employee in this class is responsible for providing reception, customer service, and accounts receivable work. Work involves heavy public contact functions and coordination with other staff and departments within the County's organizational structure. Considerable tact, courtesy, firmness, and conflict resolution skills are required in these public contact functions. Work requires accuracy in collecting revenue and providing customer information. Work is performed under regular supervision and is evaluated through conferences, by review of appropriate records and reports, and the accuracy and thoroughness of assigned responsibilities.

Duties and Responsibilities

Collects incoming revenue from water customers, tax checks, invoices, other departments, and other sources; inputs collections into computer system; collects revenues in person, from drop box and through the mail; keys in account number; resolves issues with returned mail; attaches scanned documents to customer accounts in data base. Provides reception for visitors and telephone callers; provides information on County services, procedures, policies, fees, and other information; may sort and distribute mail; takes messages and relays to staff. Takes applications and sets up new accounts; takes tap applications and fees. Makes courtesy calls for delinquent accounts; works with customers on payment extensions within policy. Updates customer accounts with contact information or other information. Balances daily collections and prepares bank deposits; scans checks. Posts credit card payments. Creates service orders for field staff and coordinates issues with field staff.

Additional Job Duties

Assists and backs up other staff.
Performs related duties as required.

Knowledges, Skills, and Abilities

- Some knowledge of local policy and state statutes regarding area of services.
- Knowledge of standard operating practices involved in modern office operation and serving the public.
- Knowledge of office technology and special financial package applications and

spreadsheets.

- Skill in collaborative conflict resolution and customer service excellence.
- Ability to deal effectively with the public in a tactful and effective manner.
- Ability to create and maintain accurate records, reports, and files in support of a customer oriented operation.
- Ability to operate calculator, computer terminal, typewriter, cash register, and related office equipment.
- Ability to prioritize work and meet deadlines and multi-task when needed.
- Ability to establish and maintain effective work relationships with coworkers, supervisors and the general public.
- Accuracy in the entry of data and compilation of records.
- Ability to count cash and make change.
- Ability to analyze issues and data and solve customer problems within policy.

Physical Requirements

Must be able to physically perform the basic life operational functions of stooping, kneeling, crouching, reaching, standing, walking, pulling, fingering, grasping, feeling, talking, hearing, and repetitive motions. Must be able to perform light work exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. Must possess the visual acuity to work with data and figures, operate a computer terminal, and work with detailed use of the eyes.

Desirable Education and Experience.

Graduation from high school, supplemented by courses in business or accounting, and some experience in a customer services, collections or billing operation involving heavy public contact; or an equivalent combination of education and experience.

HOW TO APPLY

You may download the County application form from the Greene County site at: <https://greenecountync.gov/departments/humanresouces/> Select Greene County Job Application. Applications must be completed in full. Do not leave any boxes blank - fill with N/A when needed. Do not write "see resume" in lieu of filling out the education and work history. The application must be signed to be considered.

Please mail applications and transcripts to the attention of Josh Jones at Greene County Human Resources 229 Kingold Blvd; Suite A Snow Hill, NC 28580. Application may be emailed to: Josh.Jones@greenecountync.gov

We are an equal-opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status.