



EMPLOYMENT OPENING

Macon Municipal Utilities
has an opening for a full-time
Customer Service Representative

MMU is looking for a skilled and personable individual to perform the duties of a Customer Service Representative in our Business Office. This individual provides business office clerical assistance including the following duties and responsibilities: opens the office to be ready for business, first answer on phone, first assistance at counter, manages pledge application to customer accounts from non-profit agencies, leads preparation for counting drawers each day, updates the listing for bad debt write-off and collection of delinquent accounts, procurement of supplies for business office, serves as the back-up for the daily mail run, and other duties as assigned. Educational background includes a high school diploma with a desired two-years of experience in computer data entry, customer service and other clerical functions or equivalent combination of education in an appropriate technical field and related experience. The applicant must meet residency requirements of living within 15 miles of City Hall, as measurement of a concentric circle, and 30 minutes from City Hall under normal driving conditions. The starting pay range for this position is expected to be \$14.50 - \$15.75 per hour, depending on qualifications and experience. A full benefit package is included. Interested applicants may obtain an employment application and job description at the business office, located at 106 W. Bourke, Macon, Missouri or at www.maconutilities.com. Applications will be accepted until 5:00 pm on Friday, March 17, 2023.

Macon Municipal Utilities is an equal opportunity employer and promotes a drug free environment.



**POSITION OPENING
CUSTOMER SERVICE REPRESENTATIVE**

DEPARTMENT:	Business Office	EXPECTED STARTING PAY:
REPORTS TO:	Controller	\$14.50 - \$15.75 per hour
PREPARED BY:	Macon Municipal Utilities	APPLICATIONS DUE:
UPDATED:	March 2023	Friday, March 17, 2023 at 5:00 pm

Summary

Provides business office clerical assistance by performing the following duties and responsibilities: Opens the office to be ready for business, first answer on phone, first assistance at counter, manages pledge application to customer accounts from non-profit agencies, leads preparation for counting drawers each day, and updates the listing for bad debt write-off and collection of delinquent accounts. Also, procurement of supplies for business office, serves as the back-up for the daily mail run, and other duties as assigned.

Essential Duties and Responsibilities

Essential duties and responsibilities include the following (other duties and responsibilities may be assigned):

- Answers telephone; responds to customers' compliments and complaints; conveys messages and routes telephone calls
- Works at the customer window and receives payments from customers
- Performs a daily balance of the cash drawer
- Schedules customer appointments for electric, water, wastewater, and natural gas service orders
- Enters information into computer to prepare correspondence, bills, statements, receipts, checks, service applications or other documents
- Proofreads records and forms, including work orders for accuracy
- Addresses and stamps outgoing mail; sorts, opens, and distributes incoming mail
- Negotiates and keeps track of (on paper and in the computer) settlement agreements for past-due accounts
- Maintains collections for past due accounts
- Prepares disconnect list two times per month
- Provides information for customer deposit requirements
- Works with entity/attorney assigned for collection on past due accounts
- Prepares and tracks customer correspondence
- Performs office errands such as taking daily deposits to the bank
- Assists in preparation for monthly Board of Public Works meetings
- Prepares address changes for billing
- Maintains the inventory of office supplies
- Maintains and updates landlord property list

- Maintains pledges from NECAC and other organization payments and applies them to customer accounts

Supervisory Responsibilities

No supervisory responsibilities.

Qualification Requirements

To perform this job successfully, an individual must be able to accomplish each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and abilities required for this employment position.

Education/Experience

High school diploma with an associate's degree preferred and/or technical school courses in business, accounting, or computers, and at least 3 years' experience performing typing, computer data entry, and other clerical functions; or equivalent combination of education and work experience.

Certification/Licensure

Missouri Driver's License
CPR/First Aid Training

Knowledge of

- Business, accounting, and computer practices and procedures
- Computer hardware and software to enter, format, and output data
- General office procedures and equipment

Skill in

- Using computers to record and access information
- Data entry
- Proficiency with word processing, database, and spreadsheet programs such as Microsoft Office
- Communicating routine information, financial information, and ideas to employees, coworkers, customers, supervisors, and other personnel in oral and written form
- Cooperating with others and dealing with strained personal contacts
- Human relations

Ability to

- Read and comprehend basic work instructions written in standard business English
- Read and comprehend written materials concerned with financial issues and topics
- Gather relevant information to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists (problem-solving ability)
- Organize and plan daily work activities and standard work procedures
- Be thorough and accurate while performing work activities (attention to detail)
- See things clearly that are within arm's reach (near visual acuity)
- Hear
- Smell
- Manipulate objects using the fingers and hands (finger and hand dexterity)
- Walk, stand, kneel, and stoop; move light objects (less than 50 pounds)

Work Environment

The characteristics listed herein described the work environment the employee encounters while performing the essential functions of this employment position. REASONABLE ACCOMMODATIONS MAY BE MADE TO ENABLE INDIVIDUALS WITH DISABILITIES TO PERFORM THE ESSENTIAL FUNCTIONS. While performing the duties of this employment position, the employee:

- Works in an office environment
- Is exposed to a quiet to moderately noisy environment

Signature of Applicant/Employee

Date

Stephanie Wilson, General Manager

Date

Jennifer McLeland, Controller

Date

This application must be
in your own handwriting.

**City of Macon and
Macon Municipal Utilities
APPLICATION FOR EMPLOYMENT
An Equal Opportunity Employer**

Personal Information

Name _____

Last

First

Middle

(City of Macon verifies employment eligibility with the Department of Homeland Security)

Phone Number _____ E-Mail Address _____

Present Address _____

Street

City

State

Zip

How long have you lived at the above address? _____

For Reference Purposes – If you have ever

Used another name, state name and dates _____

Employment Desired

In making this application for employment, I understand that this particular application is for the below listed position only, and may be considered active for six months.

Position _____ Date you can start _____ Salary desired _____

Have you received and read the job duty description related to the position for which you are applying?

yes no

Have you ever been employed by us? yes no

If yes, when and where? _____

Are you employed now? yes no

Are you available for work... Full-time Part-time Nights Overtime Temporary

If Part-time, specify times you can work. _____

Are you prevented from lawfully becoming employed in this country because of Visa or Immigration status?

yes no (*proof of citizenship or immigration status will be required upon employment*)

Education

Circle highest grade completed: 1 2 3 4 5 6 7 8 9 10 11 12

Did you receive a high school diploma? yes no --or-- GED? yes no

Name of _____ City &

high school _____ State _____

List your college, business, trade, correspondence, or other courses below:

Name of school	Major subject or course of study	List degree certificate of completion or course

List machines or equipment you can operate _____

List any special skills and/or qualifications acquired from employment, education, or other experiences

Have you been convicted of or pled guilty to any federal, state, or municipal criminal offense? yes no
(include all TRAFFIC VIOLATIONS in the past five years for which you have paid fines)
If yes, describe in full below (*will not necessarily exclude you from consideration*). _____

List any friends or relatives working for us, and give their relationship to you.

What kind of work are you unwilling to perform? _____

Do you possess a valid Driver's License? yes no

Driver's License No.	State	Class	Endorsements	Expiration Date
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Are you willing to undergo an Examination and Drug Screening by City Physician? yes no

Employment Experience

Start with your present or last job. Include military service assignment and volunteer activities. Exclude organization names that indicate race, color, religion, sex or national origin.

Date Month & Year	Company Name, Address and Phone No.	Salary	Position	Reason for Leaving	Supervisor's Name
From _____ To _____					
From _____ To _____					
From _____ To _____					
From _____ To _____					

May we contact the employers listed above? ____ If not, indicate which one(s) you do not wish contacted.

References

Give names address and phone number of three persons not related to you and are not previous employers

1. _____
2. _____
3. _____

Certificate of Applicant

I certify that all statements made in this application are true and complete to the best of my knowledge. I understand that any false statement of material facts shall be considered sufficient cause for dismissal.

It is my understanding that if given employment I will be on probation for a period of 6 months from the date I report for work. I hereby authorize the companies or persons named in this application to furnish any information regarding me or my employment, whether or not it is in the records, personal or otherwise, thereby releasing said companies or persons from all liability for damages whatsoever for issuing this information. Inquiry includes information as to my character, general reputation, personal characteristics, and mode of living. Any examining doctors, hospitals (public, private, state and including the United States Veterans Administration), may give the City of Macon any information or data as the result of any examinations made.

I understand that if I am employed by the City of Macon, I will be an employee at will, my employment, regardless of the manner or duration of my compensation, will be for no definite term, and my employment and compensation can be terminated, with or without cause, and with or without notice, at any time, for any reason, at the option of the City of Macon or by my own choosing. I understand that no representative of the City of Macon has any authority to enter into any agreement for employment for any specified period of time, or to make any agreement contrary to the foregoing.

If I am employed, I agree to comply with and be bound by the safety and other rules, regulations, and practices (written or implied) of the City of Macon. I understand and agree with the City's drug and alcohol-free workplace and that my employment with the City is contingent upon drug free and alcohol-free test results.

My signature authorizes the City of Macon to review my previous employment, personal references, driving and criminal records, and/or other background data as it may relate to the position(s) for which I am applying or have been hired.

_____ Date _____ Signature of Applicant

The City of Macon is an Equal Employment Opportunity Employer. In compliance with the provisions of Title VII of the Civil Rights Act of 1964, as amended, Executive Order 11246, Executive Order 11141, Age Discrimination of Employment Act of 1967, Section 503 of the Rehabilitation Act of 1973, Section 402 of the Vietnam Era Veterans Readjustment Act of 1974, and the Americans with Disabilities Act, it is the policy of the City/Utilities to promote and ensure equal employment opportunity for all persons without regard to race, creed, color, marital status, national origin, religion, sex, age, handicap, political affiliation, ancestry, or other protected class.

APPLICANT DO NOT WRITE BELOW THIS LINE

Date offered _____ Decision Date _____

Special Probation Conditions _____

Hired yes no Date reporting for work _____

Position _____ Salary _____

Physical Exam Scheduled Completed _____ Signature