



CITY OF STUART CAREER OPPORTUNITIES

Human Resources
121 SW Flagler Avenue
Stuart, FL 34994
www.cityofstuart.us

The City of Stuart is a historic coastal community with a population of 16,500 and offers unique downtown shops, galleries and restaurants that add to our small town charm. Awarded “America’s Happiest Seaside Town 2016” by Coastal Living and “Most Beautiful City 2008” by America in Bloom, the City of Stuart offers a quality lifestyle for residents and visitors alike.

PT Customer Service Representative I (Public Works – Customer Service)

Hiring Range: \$14.92 - \$18.52

Pay Range: \$14.92 - \$22.12

Announcement Date: January 7, 2019

Public Works Department

FLSA Status: Non-Exempt

Closing Date: Open Until Filled

In addition to a satisfying work environment where employees are respected and valued for their contributions, the City of Stuart offers an attractive benefits package and award-winning wellness program. We offer two (2) medical and dental plans, supplemental insurance, deferred compensation, retirement benefits through the Florida Retirement System, and more to all full time and part time eligible employees. We offer paid time off and paid holidays. The City pays up to 90% of employee medical insurance premiums for full time employees.

Characteristics of the Class

Under the direction of the Customer Service Supervisor and the general direction of the Assistant Public Works Director, persons in this class are responsible for the accurate recording and posting of various revenues including utility bills and revenue for all departments. Persons in this class will have frequent exposure to the general public, and it is essential that they are able to maintain a professional demeanor. Incumbent performs various clerical and secretarial functions as needed, handles varying amounts of currency, and must maintain an accurate and current account of such. Persons in this class will have daily interaction with utility customers and as such will also function much of the time as a customer service representative.

Illustrative Duties (the following are highlights; a detailed job description is available in Human Resources)

- Verifies and validates all incoming utility bill payments. Receipts all monies for all departments.
- Provides assistance to the general public on a daily basis in person and over the telephone regarding customer service issues related to utility billing.
- Verifies and validates new account setup information in regards to the setting up new utility service(s). This includes Sewer Expansion Agreements which require a notary seal.

- Assists supervisor, team members, and/or various departments as necessary.
- Performs clerical and secretarial duties as needed.

Minimum Qualifications and Education/Licenses and Certifications

High School Diploma or equivalent supplemented by two (2) years of work experience as a cashier/customer service representative, preferably within a municipal utility company. Must be a Florida Notary or have the ability to attain within twelve (12) months.

Possession of a valid Florida Driver License as required for the position.

Essential Physical Skills and Environmental Conditions

Task involves regular physical effort in standing, sitting, walking, bending, stooping, reaching, pulling, pushing, stretching, and frequent moderate lifting (30+ pounds); with standard dexterity in the use of fingers, limbs, or body in the operation of office equipment. Task may involve extended periods of time at a keyboard. Task is regularly performed without exposure to adverse environmental conditions. Task requires sound, visual, color, odor, depth and texture perception and discrimination. Task requires oral and written communications ability.

A City of Stuart Application for Employment can be obtained through our website (www.cityofstuart.us) or by visiting the Human Resources Department. Applications for employment must be sent or hand-delivered to the Human Resources Department, or you may apply online.

The City of Stuart is a tobacco-free workplace. All applicants must attest that they have not used tobacco products for the preceding 3-month period from the date of application. Candidates chosen for positions with the City of Stuart must undergo pre-employment screening to include verification of their non-use of tobacco products in order to be considered for employment.