

CITY OF INGLEWOOD

Human Resources Department

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Website: www.cityofinglewood.org

Email: human_resources@cityofinglewood.org

Announces an Employment Opportunity for

CUSTOMER SERVICE REPRESENTATIVE

TEMPORARY ASSIGNMENT

SALARY: \$12.70 - \$17.12/per hour no benefits Salary placement will be based on experience.

APPLY IMMEDIATELY! Applications will be accepted by the Human Resources Department for ONE DAY ONLY - January 24, 2012. This recruitment is to establish a list to fill temporary part-time assignments.

THE POSITION: Under close supervision collects, posts and records utilities, parking citation and business license payments to customer accounts; assists the public with utility account questions, payments and problems; notifies water crew of requests for service; collects, receives and adjusts payments; balances accounts; answers phones and resolves utility account, parking tickets and business license questions. Researches lost payments; assists customers with permits or licenses; prepares outgoing letters for parking citations; requests service on utility accounts and inputs information into the system; writes requisitions for billing refunds; sets up new accounts and verifies addresses and other personal account information.

TO QUALIFY: Must have a high school diploma or equivalent **AND** one (1) year experience cash handling and processing transactions to individuals accounts in a municipal or retail business environment. Applicants must be able to multi task and present a professional demeanor at all times. Be able to operate a personal computer and software such as EXCEL and WORD, a 10 key adding machine, and calculator. Candidates must have a keen attention to detail and be able to perform multiple calculations with accuracy.

SELECTION PROCESS: Applicants determined to be most qualified as demonstrated by their application materials will be invited to participate in a Skills Assessment Test. As positions become available, qualified applications will be forwarded to the department for review and selection. This recruitment is to establish a pool for temporary part-time assignments only.

PART-TIME POSITIONS: All part-time positions are At-Will and can be terminated with or without advanced notice based on the City needs. Temporary Part-Time employees work 20 hours per week **OR** less than fifty-two (52) weeks per year **AND** are not classified as civil service. These positions are not eligible to receive medical, dental, or any other fringe benefit.

NOTE: In accordance with the Immigration Reform and Control Act of 1986, all persons hired after 1986 must verify identity and entitlement to work in the United States by providing required documentation. The City of Inglewood is an Equal Employment Opportunity Employer complying with the law that forbids discrimination and ensures that everyone is provided equal opportunities regardless of Race, Color, Disability, Sex, Religion, Age, or National Origin.

OPEN: 01/10/2012 EPN: Part-time -1412