Customer Service Representative

City of Ferndale

The City of Ferndale is now hiring a Customer Service Representative!

ABOUT THE POSITION

The City of Ferndale is seeking a Customer Service Representative. This position will be a key member of our customer service team and will assist in the management and improvement of the City Hall lobby customer experience.

Often considered the “face of the city,” this position processes important payments such as taxes, water bills, and permits, and serves our visitors by determining requirements, answering inquiries, resolving problems, and fulfilling requests. Other tasks and responsibilities include accounts payable, water billing, data entry, and general administrative duties.

OUR IDEAL CANDIDATE

The ideal candidate will be committed to exemplary customer service, have excellent listening and phone skills, be open to new ideas, be a champion for improvement, be empathetic, have patience and compassion for all residents and visitors seeking assistance, and will be self-motivated. Additionally, the right candidate will exhibit a proactive approach to problem solving and training.

NECESSARY SKILLS AND ABILITIES

It will be necessary for the candidate to be able and willing to know multiple functions of the front counter and general customer service. Priority will be given to candidates with experience in accounts payable, call centers, water billing, and/or direct customer service. Clerical experience and the ability to navigate a computer, manage databases, and accept and process cash is a must. The willingness to learn and achieve goals will be necessary to succeed.

BENEFITS AND COMPENSATION

This union position will receive a salary range of $29,645-41,000, plus an excellent benefits package. Above and beyond compensation, the City of Ferndale values a team approach and a fun and creative environment. Hours of operation are Monday through Thursday, 8:00 a.m. through 5:30 p.m., and every other Friday, 8:00 a.m. through Noon.

TO APPLY

Complete the application process at LINK to APP PORTAL by February 1, 2016, at 4:00 p.m. For further questions regarding this posting, please contact Justin Giorlando at jgiorlando@ferndalemi.gov.

ABOUT FERNDALE

The City of Ferndale is an active community of 20,000 located in southeast Oakland County, Michigan. Known for its mix of small-town neighborhoods and vibrant downtown district, residents and visitors choose Ferndale for its unique shopping and dining, peaceful parks, and safe homes and streets. Ferndale is a community in the truest sense of the word—a place where neighbors, artists, entrepreneurs, foodies, friends, and families come together to live, work and play.