

# **JOB OPENING**

## **City of Auburn**

### **Customer Service Representative / Administrative Assistant**

#### **Essential Services Department**

The City of Auburn Essential Services Department is seeking a hard-working, self-motivated individual to join our team as a full time Customer Service Representative (CSR) / Administrative Assistant, primarily functioning as a CSR and secondarily providing administrative support to operational management and staff. The ideal candidate should have a strong work ethic, excellent problem solving skills, be motivated to serve others, and enjoy working in a fast-paced environment.

#### **Essential Duties/Responsibilities/Work Relationships/Qualifications**

- Provide direct customer service support regarding inquiries of all AES services, pricing and packaging, either by meeting in person (in office and on-site locations) or by answering telephone or email.
- Participate in marketing related events in Auburn to promote AES services.
- Provide entry level customer technical support.
- Assist in developing AES promotional marketing literature and website postings.
- Prepare written correspondence and provide overall administrative support to AES operations management and staff.
- Will report directly to AES Manager and will interact with IS, AES and Electric Department staff to coordinate scheduling, planning and provisioning of AES services.
- Requires excellent customer service skills to provide quality service to new, existing and potential AES customers.
- Requires excellent verbal and written communication skills and a keen ability to listen, understand and explain what the customer needs to know.
- Must be able to professionally interact with outside vendors, customers and consultants.
- Preferred Knowledge includes: Microsoft operating systems; ability to quickly learn all aspects of AES service offerings, the City's internal communications networks, accounting system, and civil and utility operations.
- Associate or Bachelor's degree or equivalent experience.
- Possess a Valid Driver's License with acceptable driving record.

#### **Benefits**

- Vacation pay, holiday pay, sick pay, health insurance, life insurance, flexible spending accounts, and City paid PERF annuity and retirement.
- \$11 - \$24 / hour depending upon experience.

Interested candidates can apply in person at City Hall at 210 E Ninth St., Auburn, IN 46706; or through our website [www.ci.auburn.in.us/careers](http://www.ci.auburn.in.us/careers), resumes and applications can be emailed to [humanresources@ci.auburn.in.us](mailto:humanresources@ci.auburn.in.us)

Application Deadline: March 31, 2019

**EOE / Drug Free Workplace / E-Verify**