



EMPLOYEES/PUBLIC:

Assistant Manager, Customer Service

Salary Range: \$43,118.40 Grade: 27 (Employee: 7% on your current salary, whichever is greater; or 10.5% on your current salary, whichever is greater, if position is 3 grades or higher than current position) Appointment to a position in the classified service shall be at the minimum of the corresponding pay range unless otherwise approved.

Examination is announced to establish an employment list to fill vacancies in the Customer Service department and future vacancies as they occur to supervise staff involved in billing and collection activities for the City's utilities services department

Minimum Applicant Qualifications:

MINIMUM QUALIFICATIONS:

- Bachelor's degree from an accredited college or university in Business Administration, Accounting, Consumer Services, or related field; supplemented by two (2) years of experience in, accounting, customer service, or as a Customer Accounts Team Leader; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.
- May require a valid driver's license. If license is required, must obtain a valid State of Louisiana driver's license at time of appointment and maintain throughout employment in this position.

Work Schedule:

40 hours a week; may work weekends

Kind of Examination

This examination may consist of a written test, a rating of training and experience, a performance test or any combination thereof deemed necessary to adequately screen and rank applicants. **Examination notices will be sent out via email with a testing date, time, and location.** Applicants must supply complete and accurate information concerning their previous training and experience including a detailed description of their work experience, the names and addresses of all previous employers and the dates of employment. The information is subject to verification.

Must include copies of driver's license, diploma, GED, DD214, degree, etc. with application.

Accepting applications: Until filled

[APPLY ONLINE AT WWW.GOVERNMENTJOBS.COM/CAREERS/ALEXANDRIALA](http://WWW.GOVERNMENTJOBS.COM/CAREERS/ALEXANDRIALA)

Civil Service Department Ph. (318)449-5030, Fax (318)449-5232 Email: civilservice@cityofalex.com

The City of Alexandria is an Equal Opportunity Employer.