

Customer Services Representative, Customer Service

Annual Salary: \$24,939.20 Grade: 14 (Employees: Refer to Civil Service Rule VI.3.1 and VI.17 for promotional rate) Appointment to a position in the classified service shall be at the minimum of the corresponding pay range unless otherwise approved.

Benefits Offered: 23.09% employer retirement contribution; sick and vacation leave; health, dental, vision, and supplemental insurances offered.

Examination is announced to establish an employment list to fill vacancies in the Customer Service department and future vacancies as they occur.

Kind of Work

The purpose of this classification is to process payments for utility services and property taxes, or admission fees for the zoo, and performs customer service functions for the City of Alexandria. Work is performed under the direct supervision of the Customer Service Manager or Zoo Director, depending on area of assignment.

Minimum Qualifications for Admission to Examination:

- High School diploma or GED; supplemented by one (1) year of experience in cashier, customer service or clerical work; or any equivalent combination of education, training, and experience.
- May have to 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 paper applications: Until filled

COMPLETE A PAPER APPLICATION AT: WWW.CITYOFALEXANDRIALA.COM UNDER OUR EMPLOYMENT PAGE

Completed applications may be submitted in one of the following ways:

- a. Hand delivery: Civil Service Department 3rd Floor, 625 Murray Street Alexandria, LA 71301**
- b. Email: civilservice@cityofalex.com**
- c. Fax: (318) 449-5232**

**Civil Service Department Ph. (318)449-5078 Email: civilservice@cityofalex.com
The City of Alexandria is an Equal Opportunity Employer**