



## ***EMPLOYMENT OPPORTUNITY***

---

**Job Title:** Customer Service Representative  
**Hiring Range:** \$32,811-\$40,284 annual; \$15.77-\$19.37 hourly  
**Status:** Full-time, non-exempt position  
**Application Deadline:** Wednesday, December 6<sup>th</sup> at 4:30 pm

---

### General Statement of Duties

Performs a variety of responsible collection and customer service duties for the Town's revenue collections function.

### Distinguishing Features of the Class

Employees in this class are responsible for activities which involve heavy public contact assisting the public with a variety of services, information, questions, complaints, and other related issues. Work involves applying departmental and Town policies and procedures, taking a wide variety of payments and fees, establishing and updating various records and data bases, producing activity reports, and other administrative support and customer contact activities. Work involves public contact functions and may require coordination with other staff or departments within the Town's organization. Considerable tact and courtesy are required in these public contact functions. Work is performed under regular supervision of the Customer Services Supervisor/Tax Collector and is evaluated through conferences by accuracy and timeliness of collections records, acceptance of the public, and thoroughness of assigned responsibilities.

### Desirable Education and Experience

Graduation from high school, supplemented by courses in business or accounting, and experience in an operation involving heavy public contact and multiple step tasks and use of billing/collections software and/or related data base systems; or an equivalent combination of education and experience.

How to Apply: You must submit a completed employment application, which can be found on the Town's website, [www.oakislandnc.com](http://www.oakislandnc.com) on the Job Opportunity page. Application can be emailed, faxed, or mailed (see below)

Where to Apply: Town of Oak Island  
Attn: Human Resources  
4601 E. Oak Island Drive  
Oak Island, NC 28465  
Telephone: (910) 201-8014  
Fax: (910) 278-9542  
Email: [hr@ci.oak-island.nc.us](mailto:hr@ci.oak-island.nc.us)