

## POSITION ANNOUNCEMENT

**Open Position: Customer Service Associate (Part-time)**

**Application Deadline: For full consideration, 4:30 p.m. on Wednesday, June 14, 2017**

BGMU is seeking applicants for the position of **Customer Service Associate**. The part-time position will be scheduled to work about 24 hours per week (weekly schedule may vary) usually between the hours of 10:00a to 3:00p, and will average 95 work hours per month.

BGMU seeks to hire individuals committed to providing superior customer service, courtesy and professionalism. Traits that will be valued during the interview process include effective listening, attentiveness, patience, self-control, clear communication skills, ability to use positive language, and a willingness to learn and improve.

The position requires frequent contact with customers and will interact with customers both in-person and by phone, processing payments and service requests. The job involves explaining the Utility's Rules and Regulations for service, how services are billed, and the Utility's other programs. The job requires the individual to become proficient with BGMU's utility-specific software to research information related to customer inquiries. General clerical work will also be performed as needed. The individual will be expected to learn BGMU customer service policies and to promote other services provided by the Utility. This position will require basic knowledge of the accounting principles and practices related to the handling of cash revenues, and the ability to understand billing procedures while accurately and quickly processing payments.

Minimum requirements: A high school diploma or graduate equivalency. One (1) year of experience in cashiering or customer service is required. Warren County, KY residency is required within 6 months of employment.

Preferred characteristics: Candidates with bilingual skills. Some college or vocational school coursework in business or accounting.

### **APPLICATION INSTRUCTIONS**

Applicants must submit the BGMU Employment Application, which is available on our website ([www.bgmu.com](http://www.bgmu.com)) within the Careers area. The Employment Application is also available at our 801 Center Street office in downtown Bowling Green. Resumes alone will not be accepted. This position is open until filled. Full consideration will be given to applications received by 4:30 p.m. on Wednesday, June 14, 2017.

All qualified individuals may apply by submitting the BGMU Application for Employment by:

1. Email to [employment@bgmu.com](mailto:employment@bgmu.com) (place "CSA" in subject line).
2. Fax to 270-782-4565.
3. Mail to Attn: Human Resources – CSA, Bowling Green Municipal Utilities, P.O. Box 10300, Bowling Green KY, 42102-7300.
4. Deliver application materials to the receptionist at 801 Center Street.

***BGMU is a Kentucky Certified Drug-Free Workplace and an EOE AA M/F/Vet/Disability Employer who recruits, hires, trains, and promotes persons without regard to race, color, religion, sex, age, disability, veteran status, national origin, or any other characteristic protected by law. Minority and female applicants are encouraged to apply.***