



**CITY OF CEDAR RAPIDS**  
invites applications for the position of:

## **Customer Service Representative**

**SALARY:** \$19.99 - \$26.00 Hourly

**OPENING DATE:** 08/18/22

**CLOSING DATE:** 09/01/22 04:00 PM

### **DESCRIPTION:**

Are you a service-focused and detail-oriented administrative professional looking for a purposeful career? Do you thrive in fast-paced, dynamic environments? Are you skilled in the areas of verbal communication, relationship building, multi-tasking, critical thinking, and are adept with technology? The City of Cedar Rapids is seeking to hire a Customer Service Representative to support the Water department. The City of Cedar Rapids has a large variety of careers for people of all experiences and backgrounds who come together for a singular purpose – serving the residents, businesses, and visitors of Cedar Rapids. At the City, we are committed to employing individuals who reflect our community's diverse backgrounds and this position is crucial in the success and strategic direction of a growing and evolving community. We appreciate and leverage the vast experience individuals bring beyond the technical requirements of a job. If you are an individual with similar experience listed here please consider applying. Experience and skills combined with commitment to our core values is key to building a greater community now and for the next generation; therefore, we encourage people from all backgrounds to apply to this position. Any person who anticipates needing accommodations for any part of the recruitment process please contact Katie Ulmer ([k.ulmer@cedar-rapids.org](mailto:k.ulmer@cedar-rapids.org) or 319-286-5138).

### ***What is in it for you?***

The City provides outstanding pay, benefits and time off. With participation in the Wellness Program, the Choice Family PPO plan cost is only **\$63.88 per month for 2022! Additionally we offer:**

- Medical co-insurance for participating providers of 90% plan / 10% employee
- Iowa Public Employee's Retirement Pension plans (IPERS) with a 9.44% City contribution and 6.29% employee contribution
- 11 paid holidays per year
- Up to \$3,000 per year in educational assistance
- 4 weeks of paid parental leave
- Generous flex leave (paid-time off)
- Annual pay increases
- Typically receive annual cost of living increase depending on budget
- 100% City paid basic life insurance
- Dental, vision, long-term disability, and supplemental life insurance
- Commitment to professional development
- View our non-bargaining [Choice Plan Benefits Summary](#).

[Cedar Rapids - Why you should live here!](#)

### **About the Position:**

If you can successfully manage multiple projects/tasks with ease, meet deadlines, and maintain complex clerical and secretarial standards, while exercising independent judgement and initiative, this is the perfect job for you! Join our vibrant and welcoming organization today. Duties

include answering phone calls and managing customer accounts, maintaining customer records, and performing professional and confidential administrative duties.

**Position Schedule: Monday-Friday 7:30am-4:30pm**

**Salary: \$19.99 hourly to commensurate with experience**

*Successful completion of a pre-employment background check, physical examination (if applicable) and drug screen are required prior to employment with the City of Cedar Rapids. The City of Cedar Rapids does not offer sponsorship for employment authorization.*

## EXAMPLES OF ESSENTIAL DUTIES:

- Answers phone calls from customers and manages customer accounts; sets up new accounts and finalizes accounts as needed
- Performs professional and confidential administrative duties
- Maintains customer records and information systems data
- Utilizes information systems, rules, regulations, policies, and procedures to answer inquiries
- Prepares correspondence, reports, lists, and other documents
- Gathers, assembles, updates, distributes, and/or files a variety of information, forms, records, and data as requested
- Performs related work as required

## TYPICAL QUALIFICATIONS:

### Required Education and Experience

- High school diploma or equivalency and
- One (1) to three (3) years' experience in a customer facing role or
- An equivalent combination of education and/or experience
- Excellent written, verbal, and interpersonal communication skills
- Proficiency with Microsoft Office
- Ability to work collaboratively with a diverse population

### Desired Qualifications

- Two years of post-secondary education in business administration, finance, or a related field
- Experience in a call center environment
- Experience in handling escalated customer issues

## SUPPLEMENTAL INFORMATION:

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APPLICATIONS MAY BE FILED ONLINE AT:  
<http://www.cedar-rapids.org/>

101 First Street SE  
 Cedar Rapids, IA 52401  
 319-286-5000

[k.ulmer@cedar-rapids.org](mailto:k.ulmer@cedar-rapids.org)

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Position #NB061- 08/18/2022  
 CUSTOMER SERVICE REPRESENTATIVE  
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## Customer Service Representative Supplemental Questionnaire

- \* 1. Please briefly describe your experience in a customer facing role.
  
- \* 2. Please briefly describe your experience in a call center environment.
  
- \* 3. Upon employment with the City of Cedar Rapids, any secondary employment outside of the position you are hired for must be approved by the Department Director as well as Human Resources Director. (See Section 2, Subsection 06 (2.06) of the City's Personnel Policy here: <https://bit.ly/CR-206>). Please initial below if you acknowledge that you would adhere to this policy if selected for this position.
  
- \* 4. What are your salary expectations?
  
- \* Required Question