



100 Depot Ave.
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Caliente, NV 89008
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JOB POSTING ANNOUNCEMENT

Customer Service Clerk

The City of Caliente is hiring a full-time Customer Service Clerk position. Salary range is \$13.00/hour - \$17.79/hour, depending on qualifications and experience, plus benefits including medical, dental, and vision insurance; vacation and sick leave; and Public Employees Retirement System (PERS). This position reports to the City Clerk.

This is an entry level position under the direct supervision of the City Clerk; performs general reception, support, and record maintenance duties; utility billing, licensing, and related customer needs; and any other duties as directed by the City Clerk.

Examples of duties include:

- Answers phones and handles customers who walk into the office, providing them with routine information and/or directing them to the appropriate department or individual staff person or elected official. Engages with the public and related field personnel, with courtesy and professionalism.
- Opens and distributes mail, processes outgoing mail.
- Process payments, prepare billing and receipts, prepare data and reporting as directed. All functions required for utility customers: establish new utilities, maintain customer files, prepare utility billing, prepare work orders, accepts payments through cash receipting, balance drawer, prepare deposits, open/close duties, etc.
- Maintains database and files and prepares dog licenses, business licenses, building permits and conditional use permits.
- Enters data into computer system or databases; records codes and verifies information for completeness and accuracy; maintains records, compiles data, and prepares reports and summaries in conformance with predetermined forms and procedures.
- Provides clerical assistance as needed; makes copies of documents and reports; sends and delivers faxes; compiles figures for reports, budget submissions, and revenue/expense projections.

This position requires possession of a high school diploma or equivalent plus two years or more of progressively responsible experience working in an office setting preparing correspondence and/or reports, compiling data, and dealing with customers. Grant work experience is preferred.

A complete job description and job application can be obtained from the City office located at 151 Clover Street or online at cityofcaliente.com.

Applications must be submitted to the City office by close of business at 4:00pm on January 24, 2025. The City of Caliente is an Equal Opportunity Employer.