



ALGOMA UTILITIES

People you know. Service you trust, since 1904.

1407 Flora Avenue ♦ Algoma, WI 54201 ♦ (920) 487-5556

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UTILITY CUSTOMER SERVICE CLERK - Recruitment Announcement

Algoma Utilities is seeking a part-time Utility Customer Service Clerk. The Clerk works under the direction of the Office Manager, however the employee is expected to exercise independent judgment at all times.

Responsibilities of this position:

- Cashiering and collections – daily payment processing and cash counting.
- Customer service – Answering phones and emails. Assist customers in setting up new accounts, navigating our online portal, making payment arrangements, inquiries, document complaints/requests.
- General administrative support – process mail and deliveries. Serve as backup for disconnection process, minor bookkeeping functions, and other duties as assigned.

Qualifications/Experience

- High School Diploma or its equivalent is required.
- Prior experience in customer service and cashiering functions.
- Ability to maintain confidentiality with strong attention to detail and accuracy.
- Excellent communication and organizational skills.
- Exercise strong judgement and maintain self-control under stressful situations. Lead difficult conversations with patience and thoughtfulness.
- Proficiency with Microsoft Office, with a strong focus on MS Word and Excel.
- Must be a team player with a positive attitude.
- Ability to be flexible and manage several tasks simultaneously to meet deadlines.
- Willingness to learn new software programs and procedures as required.
- A valid Wisconsin driver's license is required.

Compensation commensurate with experience. Position offers prorated vacation benefit. Hours vary from 8-40 hours a week, not to exceed an average of 20 hours per week over the year. Work schedule is flexible and will be influenced based on the office needs (deadlines, illness, and vacation). Hours of the office are Monday through Thursday, 7:00a.m. to 4:30p.m. and Friday 7:00a.m. to 11:00a.m.

Algoma Utilities is an equal opportunity employer.

Applications will be accepted until the position is filled. Applications can be found at <https://www.algomautilities.com/job-opportunities> Email application materials to skrouse@algomautilities.com, or mail submissions to: Algoma Utilities, ATTN: Office Manager, 1407 Flora Ave, Algoma WI 54201