

Receptionist / Customer Service

I would like to hire a full time combined employee receptionist and customer service which duties will include but not be limited to. The starting pay is recommended at \$ 9.00 – 11.50 per hour.

Answering the phone and transferring calls to the proper departments
Must exercise patients and customer service with a smile, and also be a Team player.

Making sure that the copy machines and fax machine are kept with paper, faxes are delivered to the proper personnel, separate and deliver mail. Printing out letter head for the department billing and past due letters, also for other departments. Printing and making new customer packets for the lobby and for hand outs to customers.

Doing fund transfers for the postage machine, print out the receipt and give to finance.
Using the folding machine for the billing and past due letters in preparation of being sent, also helping to stuff the envelopes for bills and pass due notices. Helping customers with information on new services (Deposits and Adm. Fee's) Taking calls on leaks and helping with work orders.

Accepting payments from walk in customers and separating and ringing up payments received from mail. Totaling cash stubs and balancing cash drawer at 2:00 PM to start the new day. Printing out cash receipts reports, and creating daily cash receipt report. (Excel) To balance credit cards and ring up credit card payments you must access the myflcounty.com website. Run all bills through counterfeit validation machine. Must check drop box first thing in the morning and several times during the day and ring up payments received.

Taking funds for the General Ledger from finance director, balancing and printing report at the end of the day. The General Ledger should be closed out at 2:00 PM every day.

Close out for the day by transferring phones to on Call Company also faxing on call list each month. Making sure doors are locked and lights are turned off before leaving.