



**Front Desk Representative**  
**FLSA Status: Non-exempt**

**Description:**

The City of Schulenburg is currently seeking qualified applicants for the position of **Front Desk Representative** to perform duties essential to providing customer service and assisting with utility and billing operations at City Hall.

**Duties:**

- Provide information and assistance to citizens.
- Answer questions and address concerns via in person, phone, and email communication.
- Collect payments from customers in person and over the phone.
- Balance cash drawer.
- Set up new, transfer, or disconnect utility accounts.
- Take service and job orders and distribute to appropriate department heads.
- Perform general clerical duties including data entry, filing, and document management.
- Assist Billing Manager in creating bills
- Assist Billing Manager with posting daily deposits
- Assist Billing Manager with weekly, monthly, quarterly, and yearly reports
- Any other related duties as assigned.

**Requirements:**

High School Diploma or Equivalent and at least five (5) years of experience in customer service, clerical, billing, *or* any equivalent combination of experience and training which provides the required knowledge, skills, and abilities to conduct the duties listed above. Experience with ERP Pro (Incode) 9 or 10 is preferred. Fluency in Spanish is also preferred.

**Skill and Ability to:**

- Provide excellent “front-line” customer service, dealing directly with the public.
- Communicate effectively, both orally and in writing.
- Cash handling and credit card payment procedures with the ability to assist in the preparation of comprehensive reports.
- Data entry and typing
- Establish effective working relationships with co-workers.
- Write clear, accurate, and timely documentation.
- Exercise sound judgment in interpretations and decisions; able to establish and maintain effective working relationships with peers, clients, citizens, and vendors.

**Physical Requirements:**

*Physical ability* to lift and maneuver up to 25 lbs. (i.e. boxes, files, etc.), ability to bend and reach, ability to look at a computer screen for extended periods of time, ability to sit in a chair for extended periods of time in addition to standing for extended periods of time.

**Benefits:**

- Paid Health Insurance (Dependent Assistance Available)
- 2:1 matching retirement benefit (Texas Municipal Retirement System)
- Paid Dental and Vision Insurance
- Paid Life Insurance
- Paid Vacation (Two weeks)
- Paid Holidays (15 per year)
- Paid Sick leave
- Longevity Pay
- Education / License Pay

Applicants can apply online at [schulenburgtx.org](http://schulenburgtx.org) or email resumes to [m.florus@schulenburgtx.org](mailto:m.florus@schulenburgtx.org), or apply in person at City Hall.