



## **TOWN OF BILTMORE FOREST CUSTOMER SERVICE REPRESENTATIVE**

The Town of Biltmore Forest (pop. 1,400) is seeking a full-time Customer Service Representative (CSR) to serve an historic community in Western North Carolina. The Town of Biltmore Forest, originally crafted out of land owned by George Vanderbilt as part of the original Biltmore Estate, is located adjacent to the City of Asheville and Blue Ridge Parkway in Buncombe County and encompasses 2.9 square miles. The Town offers a high quality of life and high service level to the citizens within its small town. The Town is full-service, and provides police, public works (streets, sanitation/recycling, brush and leaf collection, and water operations), and administrative services to its citizens.

The successful candidate will have experience in customer service and working within financial systems such as accounts payable, accounts receivable, and payroll. A minimum high school degree or GED equivalent is required, but a bachelor's degree in business administration, public administration, or finance is preferred.

The Town offers a competitive benefits package including 100% employee premium coverage for health, vision, and dental as well as 50% premium coverage for dependent health care, and provides employees with a \$125 per month HRA benefits card. In addition to being a member of the North Carolina Local Government Retirement System (NCLGERS), the Town also provides a 401(k) plan including a 5% contribution, and 457(b) savings option. Staff holidays follow the North Carolina state calendar and each full-time employee also receives their birthday off as a paid holiday. Vacation and sick leave are included within the Town's benefit package.

The Town will begin review of applicants as they are submitted, and the position will remain open until filled. The completed application should include a cover letter, resume, and professional references. Please submit completed applications to:

Jonathan Kanipe, Town Manager

Town of Biltmore Forest  
PO Box 5352  
Asheville, NC 28813



---OR VIA PDF EMAIL---

[jkanipe@biltmoreforest.org](mailto:jkanipe@biltmoreforest.org)

The Town of Biltmore Forest is an Equal Opportunity Employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or national origin.

For a full job description and more information, please visit the Town's website at the QR code above or <http://www.biltmoreforest.org/administration/employment-opportunities> for additional information.

# **TOWN OF BILTMORE FOREST CUSTOMER SERVICE REPRESENTATIVE JOB DESCRIPTION**

## **Responsibilities**

- Serve as the first point of contact for walk-in customers, answering questions and provide guidance regarding Town services, including water bill payments, zoning permits, general building or services questions, etc.
- Handle phone inquiries concerning policies, guidelines, procedure, services, payments, etc. as they relate to the Town's operations
- Establish, terminate, or change services based on account needs
- Checks related websites to conduct research
- Explain fees, policies, regulations, etc. as they pertain to the department and Town services
- Perform general office work inputting data in multiple software systems, checking job related websites, and using copy machines and computers
- May receive and post payments to accounts using Town financial software
- Balances receipts at day's end, if receiving payments are part of responsibilities
- Perform back-up duties at front desk assisting walk-in customers with a variety of administrative, tax bill, or water bill related issues
- Research account issues and handles special assignments as needed
- Assist with planning, coordination, and implementation of special town events
- Train to become dedicated backup for payroll and accounts payable processing
- Perform other similar duties as required