

# JOB POSTING

## **Customer Service** **Customer Service Representative**

### **Position Summary:**

Cranberry Township, Butler County, is seeking applicants to fill a full-time Customer Service Representative position to serve as the primary front desk point of contact for residents, businesses, and visitors. This position plays a vital role in delivering high-quality customer service and support across the Township. The Customer Service Representative will report directly to the Customer Service Manager and serve as an ambassador of the Township's commitment to professionalism, responsiveness, and community engagement.

Cranberry Township is a thriving residential and business community committed to its vision for excellence and sustainable growth, prioritizing its stewardship responsibilities and a commitment to adding value for its residents and business environment. As the first point of contact at the Township Municipal Center, the incumbent in this position will play an integral role in shaping positive customer experiences and ensuring efficient delivery of essential local government services.

This is a full-time position whose work hours will be based on Township operating hours and scheduling needs and would include evening and weekend hours.

### **What You'll Do**

As a member of our team, the successful candidate will:

- Greet residents, visitors, and stakeholders in a professional and courteous manner, serving as the Township's primary front desk representative.
- Answer and direct incoming phone calls; respond to general inquiries and provide accurate information regarding Township services, programs, and operations.
- Process customer transactions, including utility payments, facility and program registrations, and other service-related requests.
- Balance and reconcile daily transactions and maintain accurate financial records related to front desk operations.
- Maintain front desk organization, informational materials, and public-facing resources to ensure accessibility and accuracy.
- Receives, processes and routes outgoing and incoming Township mail

**Internal Posting Date: 3/5/2026 – 3/12/2026**  
**External Posting Date: 3/13/2026 – 3/30/2026**

- Receive, manage, process, and securely store all incoming packages and deliveries and ensure timely notification to the appropriate recipients.

## **Who You Are**

We are looking for someone with a strong interest in serving the community and a commitment to providing high-quality customer service in support of effective and responsive local government operations and who meets the following criteria:

### Required Qualifications

HS diploma or GED; supplemented by six (6) months of directly related experience in a customer service or administrative role, including at least six (6) months experience with cashiering/billing operations and processing payments and three (3) months experience that demonstrates the applicant's ability to use a computer and Microsoft Office applications.; or an equivalent combination of education, certification, training, and/or experience. Applicants must have a valid Driver's License.

### Preferred Qualifications

At least one (1) year of customer service or clerical experience in a municipal or utility setting and supplemental college courses in bookkeeping or record management preferred.

### Necessary Knowledge, Skills and Abilities Necessary for This Position Include

- Knowledge of
  - Customer service principles and best practices, particularly in a public-facing environment
  - Basic administrative and office procedures, including recordkeeping and data entry
- Skill in
  - Operating standard office equipment and Microsoft Office Suite applications
  - Processing financial transactions accurately
- Ability to
  - Deal courteously with the public and remain calm, courteous, and solution-oriented when addressing concerns or challenging situations
  - effectively listen, assess customer needs, and provide accurate information or appropriate referrals
  - Learn and communicate comprehensive information and details about the Township's operations and services

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## **What We Offer**

An opportunity to work in a collaborative environment and provide exceptional customer service that directly supports the services and amenities that make Cranberry Township a top-tier community.

A comprehensive benefits package, including health, dental and vision benefits, a generous deferred compensation plan and other fringe benefits, including sick leave and personal/vacation leave.

Approximate Hourly Wage: \$18.75-\$19.50 per hour

Specific questions regarding the position can be sent to [Human\\_Resources@cranberrytownship.com](mailto:Human_Resources@cranberrytownship.com)

## **Application Information:**

Individuals interested in this position should submit an application by March 30, 2026 to <http://www.cranberrytownship.org/employment>.

EOE/M/F/D/V