



## City of Springfield

is seeking applications for

### SERVICE REPRESENTATIVE I

**Department:** The Office of Public Utilities

**Division:** Commercial Office

**Final Date to Apply:** 10/27/2025 at 11:00 PM CST,  
Open to all applicants

**Work Location:** 700 South 7<sup>th</sup> Street  
Springfield, IL 62703

**Starting Salary:** \$21.3009/hour  
**Union:** AFSCME 3738

**Work Hours:** Monday – Friday 8:00 a.m. - 4:30  
p.m. (*hours may vary*)

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In this role you will:

- Answer customer requests, questions and concerns by telephone or in person. Explain customer charges and rates in accordance with Customer Service Policies and City Code.
- Qualify new and existing customers for service deposit or alternate credit qualifications, including collecting unpaid balances.
- Process credit card and check payments by phone and assist customers with payment arrangements in accordance with Customer Service Policies.
- Process moves for residential and commercial customers by telephone or in person for electric and water services, including transferring active service to new residence.
- Initiate on-site investigation to verify customer meter readings and accurate consumption, including setting up appointments with the electric and water department.

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#### Qualifications:

This position requires knowledge, skill and mental development equivalent to four years of high school with experience in customer service and some familiarity with billing and collection procedures. The ideal candidate will be capable of managing multiple responsibilities in a fast-paced environment while delivering courteous, efficient service to our customers. This role requires strong communication, multitasking, and problem-solving skills, along with the ability to learn company systems and procedures quickly. **Preference for employment in all positions with the city shall be given to applicants who are full-time city residents.**

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#### Benefits:

- Deferred Compensation
- Pension Plan
- Health, Dental, Vision, and Life Insurance
- Free Health Clinic
- 13 paid holidays
- 4 weeks paid parental leave
- 12 paid sick days annually
- Tuition Reimbursement
- 10-25 paid vacation days, based on years of service

If assistance in applying is required, please notify the Office of Human Resources  
at 217-789-2446 or [humanresources@springfield.il.us](mailto:humanresources@springfield.il.us)