



CULLMAN COUNTY COMMISSION

VACANCY ANNOUNCEMENT

VACANCY	POSTING DATE	CLOSING DATE
NON-EXEMPT POSITION	10/5/2026	POSTED UNTIL POSITION IS FILLED (POSTED FOR A MINIMUM OF 7 DAYS)
JOB TITLE	CSR (CUSTOMER SERVICE REPRESENTATIVE)	
DEPARTMENT	WATER DEPARTMENT	
STATUS	☒ Full-time ☐ Part-time ☐ Temporary/Seasonal	
PAY GRADE	Grade C2, Step TBD (based on skills/experience)	
POSITION DESCRIPTION	Employee will assist all walk-in customers, answer all phone calls, and assist customers with their accounts, service orders and dispatches to service crew when needed. Also, calls in all emergency and 48-hour line locates. Not every employee in this job will necessarily be assigned to every task. Other duties as assigned.	
REQUIREMENTS FOR POSITION	• Knowledge of office practices. • Reading skills to comprehend policies, procedures and regulations. • Writing skills to prepare receipts and work orders. • Math skills to prepare bills, receipts and bank statement. • Ability to work with money. • Ability to communicate effectively with co-workers, supervisors and the general public. • Ability to operate office equipment; computer, copier, calculator, fax machine, etc.	
EDUCATION	Must possess a high school diploma or equivalent. Course work in data entry and some experience working with the public preferred; however, any combination of education and experience which provides the characteristics listed above will be considered.	
HOW TO APPLY	Employment applications are available on our website at www.co.cullman.al.us , or from the Personnel Department at the County Courthouse, 500 2nd Ave SW-Room 109, Cullman, AL 35055. Completed employment application, with current resume (if applicable) must be returned to the Cullman County Commission Personnel Department. May be delivered in person or: Mailed to: 500 2nd Ave SW, Cullman, AL 35055 Emailed to: personnel@co.cullman.al.us Faxed to: (256) 775-4670 The Personnel Department may be contacted at (256) 775-4884	

Cullman County Commission is an Equal Opportunity Employer. We do not discriminate on the basis of race, religion, color, sex, age, national origin, disability or any other protected status.