



100 Depot Ave.
PO Box 1006
Caliente, NV 89008
775-726-3131

JOB POSTING ANNOUNCEMENT

Customer Service Clerk

The City of Caliente is hiring a full-time Customer Service Clerk position. Salary range is \$13.78/hour - \$19.22/hour, depending on qualifications and experience, plus benefits including medical, dental, and vision insurance; vacation and sick leave; and Public Employees Retirement System (PERS). This position reports to the City Clerk.

This is an entry level position under the direct supervision of the City Clerk; performs general reception, support, and record maintenance duties; utility billing and payment collection, licensing, and related customer needs; and any other duties as directed by the City Clerk.

Examples of duties include:

- Answers phones and handles customers who walk into the office, providing them with routine information and/or directing them to the appropriate department or individual staff person or elected official. Engages with the public and related field personnel, with courtesy and professionalism.
- Opens and distributes mail, processes outgoing mail, posts notices.
- Process payments, prepare billing and receipts, prepare data and reporting as directed. All functions required for utility customers: establish new utilities, maintain customer files, prepare utility billing, prepare work orders, accept payments through cash receipting, follow up on past due accounts, balance drawer, prepare deposits, open/close duties, etc.
- Maintains database and files, prepares dog licenses, assists with business licenses, building permits and conditional use permits.
- Enters data into computer system or databases; record updates and verify information for completeness and accuracy; maintain records, compiles data, and prepares reports and summaries in conformance with predetermined forms and procedures.
- Provides clerical assistance as needed; makes copies of documents and reports; send and reply to emails; compiles figures for reports, assist with budget submissions, and revenue/expense projections.

This position requires possession of a high school diploma or equivalent plus two years or more of progressively responsible experience working in an office setting preparing correspondence and/or reports, data entry, and customer service.

A complete job description and job application can be obtained from City Hall located at 100 Depot Avenue or online at www.cityofcaliente.com.

Applications must be submitted to City Hall by close of business at 4:00pm on March 27, 2026. The City of Caliente is an Equal Opportunity Employer.