



Accepting applications for:

**Customer Service Representative – Revenue**

Revenue Division / Finance Department

**Application deadline: Tuesday, April 7, 2026**

Visit [www.icgov.org/jobs](http://www.icgov.org/jobs) to apply online

Permanent full-time position available

Wage: \$52,644.80 – \$67,766.40 (starting wage contingent upon experience)

Hours: Monday – Friday, 8:00am – 5:00pm

**Job summary:**

Under general direction, provides information and assistance to customers regarding utility questions and complaints. Processes utility billings and collection of utility accounts.

**Minimum Education, Experience, Certification/Licensure, Other:**

High school diploma or G.E.D. and one year of related experience or training; or equivalent combination of education and experience. Experience in customer service or related field. Must pass criminal background check.

**Preferred Education, Experience, Certification/Licensure, Other:**

Associate's degree from an accredited educational institution; or two years of related experience and/or equivalent combination of education and experience. Experience in office setting and customer service.

**More information:**

A full job description including a listing of essential duties and responsibilities and necessary knowledge, skills and abilities is available at [www.icgov.org/jobs](http://www.icgov.org/jobs) under Job Descriptions.

The City of Iowa City is an eligible employer under Public Service Loan Forgiveness Program. Please visit the PSLF website for more information: <https://studentaid.gov/manage-loans/forgiveness-cancellation/public-service#qualifying-repayment-plans>.

**It is the policy of the City of Iowa City to afford equal employment opportunities for all employees and potential City employees.**

Date posted: March 17, 2026

