



## **Customer Service Representative**

### **Regular Full Time - Non-Exempt**

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#### **Definition**

To advocate for our valued customers, acting as a liaison by providing services related to their payments, billing inquiries, general questions, problems and concerns.

#### **Examples of Work**

- Handle customer payments, inquiries and concerns, whether in person, online or on the telephone.
- Receive and appropriately respond to communication and/or correspondence as directed
- Communicate information received from customers to appropriate resolution personnel
- Responsible for upkeep of lobby and payment areas to remain presentable to public
- Basic administrative work as directed

#### **Requirements**

- Excellent interpersonal skills to interact with customers and public in person, online and on the telephone
- Outstanding verbal and written communication skills
- Positive attitude, strong work ethic and professionalism
- Ability to work within a team and independently
- Self starter who, when time is available, seeks to assist coworkers complete unfinished tasks
- Punctual and dependable
- Proficiency in Microsoft Outlook, Word, Excel
- Ability to handle cash and credit card transactions
- Competency to present information and respond to In-Person, fax, phone and/or email inquiries
- Resourcefulness to multitask and prioritize
- High school diploma or equivalent

#### **Preference**

- 5 plus years handling high volume customer service
- Experience working in the water/wastewater field

#### **Physical Requirements**

- Will be working in an office environment from 8:00 am to 4:30 pm Monday through Friday.
- While performing the duties of this job, the employee is regularly required to, stand, sit, talk, hear, and use hands and fingers to operate a computer, keyboard, calculator and telephone, reach, stoop and kneel to install computer and other common office equipment.

*The physical activities described above are representative of those that must be met by an employee to successfully perform the essential functions of this job. Essential functions are those functions that the employee who holds the position or the candidate that desires the position must be able to perform unaided or with the assistance of a reasonable accommodation. When possible, reasonable accommodations may be made for persons who are disabled under the law. Reasonable accommodations are those accommodations which, as defined under applicable State and Federal law, enable disabled individuals to perform the essential functions of their job title and to meet the Employer's expectations for the job title.*