

Galveston County WCID #1
2750 FM 517 East, P. O. Box 307, Dickinson, TX 77539



CUSTOMER SERVICE REPRESENTATIVE

NON-EXEMPT EMPLOYEE

Receives work direction from Chief Financial Officer

ESSENTIAL DUTIES:

- Pleasantly and professionally greets customers in person, by telephone, or email; addresses and responds to customer inquiries and complaints by providing a high level of service to optimize customer satisfaction and promote goodwill.
- Serves as a customer advocate by thoroughly investigating issues and complaints, and by providing solutions through engaging the correct department or external parties for assistance in accordance with District service standards and procedures.
- Explains policies and procedures that affect customers and educates on water meters, wastewater, solid waste (garbage), any other service options, charges, consumption usage, account management and billing.
- Provides customers with the necessary forms for application of residential or commercial services for water, wastewater, solid waste (garbage), bank draft, and any other services provided; assists when needed and verifies to assure correct information has been obtained.
- Maintains data files, entering and editing customer demographics from service applications, work orders or garbage service forms on the computer for processing records.
- Initiates work orders for utility connections, disconnections, transfers, new service taps, additional or replacement of garbage carts and accurately record customer information and call notes in customer service database.
- Retrieves utility payments from drop box and/or USPS, opens, sorts, reviews and post payments after verification of signatures and amounts.
- Processes routine accounting work receipting customer payments via mail, in person, by phone and online; posts cash receipts utilizing utility software.
- Balances and posts daily receipts for accounts receivable and prepares daily bank deposits; reconciles deposits with computer printout; prepares adjustment entries for accounts when necessary.
- Provides radio support - responds to field personnel and external parties to report all aspects of problems in field, i.e. - monitoring confined space log, street closures, paging on two-way radio paging system and notifies emergency contacts.

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- Performs other duties as assigned.

SKILLS REQUIRED:

- Employee will be required to be proficient in spelling and operation of standard office equipment, such as computer hardware and software applications, telephone, printer, copier, scanner, fax machine, laminating machine, binding machine, labeler, electric letter opener, postage machine.

PHYSICAL ABILITIES:

- While performing the duties of this class, an employee is regularly required to sit; talk or hear, in person and by telephone; use hands to finger, handle, feel or operate standard office equipment; and reach with hands and arms.
- An employee is frequently required to walk and stand.
- Specific vision abilities required by this job include close vision and the ability to adjust focus to read and operate office and computer equipment as necessary during the course of the work assignments.
- While performing the duties, employees of this class are regularly required to use written and oral communication skills; observe and interpret people and situations; learn and apply new information or skills; perform detailed work; and interact with staff and others encountered in the course of work.
- Incumbents may occasionally need to travel to various District locations or to off-site meetings as necessary and as the assignment demands.

WORKING ENVIRONMENT:

- Climate controlled/indoor office conditions.

REQUIREMENTS:

- High School Graduate or GED Certificate; Associate's Degree preferred.
- Must have positive attitude.
- Must have excellent data entry and computer skills.
- Must have good communication and interpersonal skills.
- Must have good math skills. Calculating machine by touch. Excellent reading comprehension essential.
- Must be organized and able to handle multiple tasks simultaneously.
- Must possess proficiency in spreadsheets and computer literacy.
- Must possess the ability to deal effectively and courteously with vendors.

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- Must be able to utilize good judgment, demonstrate ethical behavior, and possess ability to function as an integral part of the organizational structure.
- Must possess valid Texas Driver's License.
- Must pass pre-employment physical and drug testing.
- Must abide by all policies and procedures covered within the Employee Personnel Manual.
- Prefer three (3) years experience in customer service.

PREFERENCES:

- Non-smoker.
- Proficient skills with MS Office.
- Knowledge of Utility Billing Software.
- Bilingual in Spanish.

PAY GRADE:

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SALARY RANGE

\$15.500/hr. to \$26.078/hr., depending on qualifications.

The District offers an excellent benefit package including medical, dental, vision and defined benefit retirement program through TCDRS. Galveston County W.C.I.D. No. 1 is an Equal Opportunity Employer.

CONTACT:

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Galveston County W.C.I.D. No. 1
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TIMELINE:

Position open until filled.

JOB DESCRIPTION

Customer Service Representative - 2020