

The Water Company

Job Opening Senior Customer Service Representative

RESPONSIBILITIES:

- Overseeing and assessing customer service staff activities, and providing them with regular performance-related feedback.
- Strategizing and monitoring daily activities of customer service operation.
- Assisting customer service staff with duties where required.
- Training staff in areas of customer service and District policies.
- Managing cashier coverage and customer flow to ensure proficient customer service.
- Monitoring and authenticating voids.
- Investigating and solving customer service complaints.
- Assisting with development and implementation of service policies, and explaining these to staff and customers.
- Maintaining documentation pertaining to customer service department activities.
- Utilizes multiple applications simultaneously while delivering excellent customer service.
- Providing a high level of service to our customers to optimize customer satisfaction while mitigating and resolving disputes.
- Provides high volume of outbound verbal communication to customers to collect delinquent payments or establish other repayment arrangements as warranted.
- Ensures daily bank deposits are balanced with bank report. Prints daily bank reports and attaches with proper deposit slips and submits to Finance Department.
- Serves as backup for preparing change requests to financial institution ensuring that sufficient monies are available for cashiers.
- Serves as backup for balancing cashiers' cash drawers.
- Performs additional duties where needed.
- Performs other duties as assigned.

REQUIREMENTS:

High School Graduate or GED Certificate is required, plus a minimum of three (3) years of experience in money management (handling funds and balancing accounts). Five (5) years of experience in customer relations and/or customer service is required. Must pass pre-employment physical, and pass drug testing. Must possess valid Texas Class C Driver's License. Must have data entry and computer skills. Must have good communication and interpersonal skills. Must have knowledge of basic math and calculating machines, 10-key by touch. Reading comprehension essential. Must be organized and able to handle multiple tasks simultaneously. Must be able to meet deadlines. Must possess proficiency in word processing, Excel spreadsheets, utility billing applications, and computer literacy. Must possess the ability to deal effectively and courteously with customer complaints and concerns utilizing problem analysis and problem-solving skills. Must be able to utilize good judgment, demonstrate ethical behavior, and possess ability to function as an integral part of the organizational structure. Must abide by all policies and procedures covered within The Water Company handbook.

PREFERENCES:

Bilingual in Spanish preferred.
Non-smoker preferred.

SALARY:

Entry Level Salary - \$17.946 per hour; Maximum Salary - \$30.761 per hour.
Salary Depending on Qualifications.

The District offers an excellent benefits package including medical, dental, vision and defined benefit retirement program through TCDRS.

TIMELINE:

Position open until filled.

CONTACT:

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Drug Free Workplace.
Equal Opportunity Employer.