

CUSTOMER SERVICE REPRESENTATIVE

JOB OBJECTIVE

Perform responsible work in handling customer accounts, resolving complaints, and providing assistance for customers. Perform duties in collections, verification, and depositing of monies in cash and checks. Participate in on-the-job training to perform these duties, related duties as required, and any other duties as requested.

RESPONSIBILITIES AND TASKS

Performs responsible work regarding all phases of customer service and account maintenance.

Researches records to provide correct billing and collection information to customers, both in person and on the telephone.

Provides assistance to customers and resolves complaints in a courteous and considerate manner.

Makes, maintains, and coordinates customer work orders with other departments.

Maintains customer complaint log.

Transfers and establishes new customer services.

Maintains and balances cash drawer, makes bank deposits and maintains records.

Serves as cashier in receipt of water account payments and credits customer accounts.

Assists in the training of new employees as needed.

May perform various related duties and does repetitive motion work.

KNOWLEDGE, SKILLS AND ABILITIES, preferred

Knowledge of customer accounting and data processing procedures.

Ability to calculate billings accurately.

Ability to maintain poise and a friendly cooperative manner in dealing with the public.

Ability to explain policies, procedures, and rates.

Ability to establish and maintain effective working relationships.

Ability to effectively communicate in English and Spanish (preferred).

WORKING CONDITIONS

This classification works in an office environment with standard office equipment and may handle a large volume of customer accounts. There is daily contact with the public, both in person and over the telephone. This job may involve stressful situations.

SUPERVISION RECEIVED

This employee reports to the Office Manager who reviews work and is consulted on problems that may arise.

EDUCATION REQUIRED

High School Diploma or G.E.D.

BENEFITS

- Competitive salary and generous benefits package.

*If interested in the position, please download and fill out the MSUD job application. Save and choose the job application file to upload. Then fill out your name and email on our form at www.msud.net/careers, then click the **SUBMIT** button.*

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