



## Water District Management

### **Customer Service Representative**

Water District Management has earned a reputation for meeting the needs of our customers through exercising the highest standards in service and maintenance for the past 50+ years. We have an enthusiastic team of trusted professionals working in the ever-growing water, wastewater, and drainage industry.

### **Summary:**

Under general supervision performs a variety of clerical tasks in the water and wastewater systems, assists customers with water and wastewater issues, and performs duties related to customer satisfaction in a fast-paced environment.

### **Billing Representative Responsibilities:**

- Assists in managing and resolving customer requests in person, phone, or email. Includes but not limited to account inquiries, billing inquiries, adjustments, requests for service, refund request, and other issues related to water utility services.
- Processes new service and termination applications for residential and commercial customers.
- Processes the requests for new service, termination, and field work (creating work orders for leaks and service requests) for residential and commercial customers.
- Maintains all customer interactions by email, in person or phone by notating the customer's account.
- Schedules utility inspections for new residential homes and commercial businesses.

### **Qualifications:**

- Strong written and verbal communication skills.
- Strong analytical, communication and organizational skills.
- Ability to understand and implement a variety of the field's concepts, practices, and procedures.
- Relies on previous experience and judgment to plan and accomplish tasks.
- Ability to work independently and make informed decisions in the absence of supervisor.
- Valid Texas Driver License in good standing throughout employment.
- Starnik experience is preferred but not required.

### **Schedule:**

- Full-time non-exempt hourly position eligible for overtime
- Monday through Friday beginning at 8:00AM ending at 5:00PM with an hour unpaid lunch break.

### **Education Requirements:**

- High school diploma or equivalent preferred.

**Additional Requirements:**

- Must be able to work a minimum of 8 hours per day and work unpredictable hours including weekends, natural disasters, and holidays as needed.
- All positions are considered safety-sensitive and required to pass pre-employment screenings including but not limited to: Background check, Drug Screening, and Motor Vehicle Record (MVR).