



### **Customer Service Representative**

Are you a 'people' person? A good communicator? Do you have a knack for listening and communicating solutions to others? If so, we want you on our team! You will investigate and explain billing and water service concerns, collect and process payments, and update billing software with customer information. You need to be pleasant and accurate and able to juggle multiple tasks. Qualified candidates will be proficient in Microsoft programs and able to comfortably navigate our billing software. Strong oral and written communication skills are a must. If you have two years of related experience, you should apply. See the complete job description and application at [www.waukesha-water.com](http://www.waukesha-water.com).

WAUKESHA WATER UTILITY



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## JOB DESCRIPTION

**JOB TITLE:** Customer Service Representative

**FLSA STATUS:** Hourly

**DEPARTMENT:** Administration

**SUPERVISOR:** Customer Service/Billing Supervisor

### PURPOSE OF JOB:

Under the direction of the Customer Service/Billing Supervisor customer service, cash handling and clerical activities to ensure accurate customer account information and resolve customer concerns. Perform other tasks, cooperate with others, and respond to emergencies or unusual circumstances as required or assigned.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Receive and respond to customer comments, inquiries, and complaints regarding utility services from phone calls, office visits, and correspondence. Resolve concerns by explaining and providing alternatives.
2. Answer incoming phone calls and follow through by maintaining accurate billing information, referring calls, or scheduling field service with operations assistant.
3. Accept and receipt customer cash and check transactions. Balance and reconcile daily payments, and accurately post to customer accounts.
4. Verify, make corrections, and re-post City payment postings and run appropriate reports.
5. Deliver and pickup mail and bank deposits and other items.
6. Review internal reports and take necessary action to support the Utility's billing function.

**SKILLS OR EDUCATION:** High School diploma or equivalent. Two years of relevant clerical and customer service experience, including intermediate word processing, spreadsheet and software applications is required.

**NORMAL DUTY HOURS:** 7:45 A.M. to 4:30 P.M. Monday - Friday. Additional time may occasionally be required to complete assigned work, special projects or to assist other personnel.

### REQUIRED JOB STANDARDS:

1. Must be able to communicate via telephone with or without reasonable accommodation.
2. Regularly required to sit; use hands to finger, handle, or feel; and talk or hear. Occasionally required to stand; walk; reach with hands and arms.
3. Vision abilities include close vision, and ability to adjust focus.
4. Ability to accurately count and change money.
5. Ability to proficiently operate ten-key calculator