



JOB POSTING

Job Title: Customer Service Representative
Job No: 24-02-01
Department: Customer Service
Reports To: Customer Service Manager
Classification: Non-Exempt
Grade Scale: GS-04 **Starting Pay:** \$13.05/hr.
Posting Dates: 02/01/2024 to 02/08/2024

JOB SUMMARY

Performs a variety of general and complex clerical duties in support of the utility service functions including, provide service to customers, process work orders, enter data in utility billing system, collect and balancing all utility customers bill entries with payments. Provides professional, effective, and efficient public service assistance to the general public.

ESSENTIAL DUTIES AND RESPONSIBILITIES *(including but not limited to)*

- Receives customer telephone and walk-in inquires, provides information, explains policies and procedures, and responses to complaints of complex issues.
- Verifies and reconciles figures on computerized records, customer billing systems, and documents.
- Maintains and reconciles a variety of customer billing and account maintenance records.
- Complies, sorts and searches records and files to provide factual data.
- Traces discrepancy balances and reconciles accounts.
- Performs field work order maintenance work, including preparing daily disconnects, move-in and move-out work orders, and administering accounts requiring field action.
- Performs routine, varied, and complex clerical customer account work, including receiving and processing mail payments and verifying cash drawers.

REQUIRED SKILLS, EDUCATION & EXPERIENCE

- High School Diploma or GED
- Two (2) years of clerical, bookkeeping or public service experience.
- MS Office skills required.
- Good knowledge of basic telephone etiquette techniques.
- Considerable knowledge of departmental billing and customer service request processing.
- Good organizational skills and communication skills.
- Bilingual preferred (English and Spanish)

Inquires: To apply please submit Resume and Lower Valley Water District Application to:

In Person: Monday-Friday 8:30 am to 4:00 pm
1557 FM Rd 1110, Clint Tx 79836



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Email: jobs@lvwd.org

Online: <https://www.lvwd.org>