



JOB DESCRIPTION

Customer Service Representative

DEPARTMENT: Administration

DATE: Jan 2016

SALARY GRADE: 15

SUMMARY: Under basic supervision, performs customer service functions for clients of the Benbrook Water Authority (BWA).

ESSENTIAL FUNCTIONS: *The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific duties.*

- Provides customer services for BWA clients; processes new customers, payments, service requests, service charges, and adjustments according to policies and procedures; balances cash drawer.
- Prepares records and billing account updates, creates work orders, enters and verifies data, processes documents and transactions, resolves customer service issues, and provides special customer services.
- Provides prompt, courteous, and accurate service to the public with BWA services questions, requests for information, and complaints in order to maintain positive customer service relations.
- Supports the relationship between Benbrook Water Authority and the general public by demonstrating courteous and cooperative behavior when interacting with citizens, visitors, and BWA staff; maintains confidentiality of work-related issues and BWA information; performs other duties as required or assigned.

KNOWLEDGE AND SKILLS:

Knowledge:

- BWA policies and procedures.
- Principles of record keeping, bookkeeping, and records management.
- Customer service principles and methods.

Skill in:

- Entering data and numerical information into a computer system with speed and accuracy, and maintaining electronic records, files and databases.
- Operating a personal computer utilizing standard and specialized accounting software.
- Establishing and maintaining cooperative working relationships with co-workers.
- Communicating effectively verbally and in writing.

MINIMUM QUALIFICATIONS:

High School diploma or GED equivalent; AND one year of customer service experience; OR an equivalent combination of education and experience.

LICENSE AND CERTIFICATION:

- Must possess a valid Texas Driver's License.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

Work is performed in a standard office environment.