



## **CSR I**

Rogers Water Utilities is seeking a Customer Service Representative. The successful candidate will be responsible for the accurate and timely postings of payments, answering the phone, and assisting customers that come into the office and the drive through window.

### **Responsibilities:**

- Answer the phone and direct call to appropriate employees of the utility.
- Accurately answer customer requests for new service, transfers and removes vacation orders and enter on the computer.
- Accurately post payments from customers with cash, check, or debit/credit card. Post payments from night deposit, mail, front counter and drive through window.
- Understand and process application for new construction.
- Balance cash drawers at the end of the day; both front counter and drive through or whenever asked by the supervisor.
- Make adjustment for pools and leaks.
- Complete service orders, troubles and meter changes when needed for billing. May include some editing for the billing.
- Know how to forward and un-forward the phone system.
- Know how to set up a multi account.
- Prepare Letters of Credit for customers.
- Assist customers with information concerning leaks, high bills.
- Enter settlement agreements.
- Collect bad debts. Enter the bad debt on a spreadsheet and at month's end, report it to the Office Manager.
- Take water and sewer taps, large tap requests, dump tickets, miscellaneous payments, and payments on Accounts Receivable Other.
- Run settlement Agreement list for promises that are not kept. Decide who should be shut off. Sends out rechecks for customers that have been shut off to make sure their meter has not been turned back on. Prepares "remove" service order for disconnects that have not paid.
- Follow up with Office of Human Concern on H2O program. Keep records on who has agreements and who has paid.
- Can count all drawers, front counter and drive through.
- Make correct change and count it back to the customer.
- Must know how to calculate a water bill for the customer without using the computer.
- Process insufficient funds checks/drafts and adjust them to the customer's account. Follow up on who has and has not paid.
- Process the returned mail for correct addresses.
- Understands Act 769 and can communicate with other cities to collect their debts and ours.
- Reconcile payments received by mail. Process checks and drafts returned by the bank. This includes posting the check back to the customer's account and/or creating a service order to shut the customer off if needed. Prepare a monthly spreadsheet with all returned items to reconcile bank statement at month's end.

- Process customer requests for setting up bank drafts. This includes setting up new banks in the system, entering draft information on customer accounts, and recording and filing customer cards with the draft information.
- New construction process from start to finish.
- Perform any other related duties as required or assigned.

## **SECURITY / SAFETY SENSITIVE POSITION**

Based on definitions in the RWU Employee Policy Manual this position meets the criteria to be defined as a Security or Safety Sensitive position. As a result of this determination any employee working in this position is required to disclose to their Department Manager or Superintendent the use of any prescribed medication, including marijuana, which has the potential to impact the employee's ability to perform the duties of their position.

### **Qualifications:**

- Equivalent to four years high school or GED.
- 0 to 6 months related experience and/or training.
- Ability to effectively communicate information and respond to questions.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to utilize common sense in order to carry out instructions.
- Basic skills with spreadsheet, word processing/typing.
- Ability to work under general supervisor.
- Requires continuous attention to detail with repetitive work (some variation).
- Must be available from 8:00 am to 4:45 pm – Monday thru Friday.
- Requires treating customers respectfully, both in person and on the phone.
- Bi-lingual is a plus.

### **Who We Are:**

**Rogers Water Utilities** is committed to preserving public health and the natural environment. The employees of Rogers Water Utilities are highly trained and service-oriented. We want to serve you in the most efficient, courteous way possible.

### **Benefits:**

- Medical, Dental, & Vision Insurance beginning first of month after completing 30 days. (very competitive premiums)
- Company paid life and long term disability plans
- Starting wage is \$21.27 per hour
- Paid Vacation and Sick Days
- Retirement Planning (APERS)
- 12 Paid Holidays
- Full Time Position