

Wayne Water Districts  
is looking for a  
**Customer Services  
Representative**

To join our team!



Paid Benefits  
Paid Time Off/Paid  
Holidays  
401 (k) with match  
Local Government  
Retirement

Apply at:  
<https://waynewaterdistricts.com/employment-opportunities>

## CUSTOMER SERVICES REPRESENTATIVE

### General Statement of Duties

Performs responsible administrative and fiscal clerical work in the reception, collections, and customer service functions.

### Distinguishing Features of the Class

An employee in this class is responsible for the activities which involve handling customer needs and inquiries relating to WWD services including, setting up new accounts, collecting utility bills and other revenues, and maintaining customer accounts data base up to date. Work requires use of office technology, customer service skills and knowledge of WWD services and policies. Considerable tact and courtesy are required in public contact functions. Work is performed in an office environment under regular supervision and is evaluated through conferences, by accuracy and timeliness of customer service records and thoroughness of assigned responsibilities.

### Duties and Responsibilities

#### Essential Duties and Tasks

Greets the public and provides a variety of customer services; answers telephone; assists walk in customers; answers emails.

Sets up new services; takes applications and verifies identify, credit worthiness, ownership, etc. and takes deposits following establishes policies.

Takes and enters payments for utility bills that come in person, in night deposit, by mail and on line.

Sets up water taps including verifying ownership, easement, size of tap, and payment amount.

Maintains customer accounts data base up to date including scanning new documents into accounts and entering notes and other information; ensures use of correct codes.

Takes applications for disconnections and bank drafts.

Tracks and processes returned checks; stuffs envelopes for refund checks.

Sets up leak adjustments and payment plans.

Balances collections drawer against daily activity printout.

Prepares work orders for field staff activities.

Prepares and takes bank deposit.

Maintains a variety of records.

#### Additional Job Duties

Backs up other staff members.

Performs related duties as required.

### Recruitment and Selection Guidelines

#### Knowledges, Skills, and Abilities

Knowledge of WWD customer service policies and customer service cycle regarding utility systems.

Knowledge of the application of office technology to the work including the use of financial software applications.

Working knowledge of standard operating practices involved in modern office operation and

serving the public.

Working knowledge of internet read water meter operations.

Skill in collaborative conflict resolution, teamwork, customer service excellence.

Ability to deal effectively with the public in a tactful, friendly, enthusiastic and helpful manner.

Ability to create and maintain accurate records, reports, and files in support of a cash receipt and customer oriented operation.

Ability to operate calculator, computer terminal, credit card reader, cash register, and related office equipment at the desired level of speed and accuracy.

Ability to plan and organize work for efficient processing, set and follow effective work priorities, and meet established deadlines.

Ability to communicate effectively in oral and written forms.

Ability to establish and maintain effective working relationships with coworkers, public officials, and customers.

Accuracy in data entry and ability to proof own work.

#### Physical Requirements

Must be able to physically perform the basic life operational functions of fingering, reaching, lifting, grasping, talking, hearing, standing, and repetitive motions.

Must be able to perform sedentary work exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects.

Must possess the visual acuity to prepare and use figures and statistics, operate a computer terminal, read maps and written material extensively.

#### Desirable Education and Experience

Graduation from high school and some office technology and customer service experience; or an equivalent combination of education and experience.

#### Special Requirements

May require possession of a valid driver's license.