

CSR Job Description

Organization: Harris County MUD #50

Date Posted:

City: Crosby

Location: Texas

Country: United States

Primary Category: Customer Service Representative

Type of Position: Full-Time

Education Requirement: High School / GED

Experience Requirement: 3-5 years

Summary:

Under general supervision performs a variety of clerical tasks in the water and wastewater systems, assists customers with water and wastewater issues, and performs duties related to customer satisfaction in a fast-paced environment.

Billing Representative Responsibilities:

- Assists in managing and resolving customer requests in person, phone, or email. Includes but not limited to account inquiries, billing inquiries, adjustments, requests for service, refund request, and other issues related to water utility services.
- Processes new service and termination applications for residential and commercial customers.
- Processes the requests for new service, termination, and field work (creating work orders for leaks and service requests) for residential and commercial customers.
- Maintains all customer interactions by email, in person or phone by notating the customer's account.
- Schedules utility inspections for new residential homes and commercial businesses.

Qualifications:

- Bilingual
- Strong written and verbal communication skills.
- Strong analytical, communication and organizational skills.
- Ability to understand and implement a variety of the field's concepts, practices, and procedures.
- Relies on previous experience and judgment to plan and accomplish tasks.
- Ability to work independently and make informed decisions in the absence of supervisor.
- Valid Texas Driver License in good standing throughout employment.
- Munibilling experience is preferred but not required.

Schedule:

- Full-time non-exempt hourly position eligible for overtime
- Monday through Friday beginning at 8:00AM ending at 5:00PM with an hour unpaid lunch break.

Education Requirements:

- High school diploma or equivalent preferred.

Additional Requirements:

- Must be able to work a minimum of 8 hours per day and work unpredictable hours and natural disasters.
- All positions are considered safety-sensitive and required to pass pre-employment screenings including but not limited to: Background check, Drug Screening.