

East Alabama Water, Sewer and Fire Protection District

Job Classification	Customer Service Representative
Class Code Number	3
FLSA Designation	Non-Exempt
Pay Grade	
Effective Date	February 18, 2025

General Statement of Duties

Customer Service Representative interacts with customers on behalf of the Water District and provides information about our services while also responding to customer questions and complaints cheerfully and efficiently. This position has extensive knowledge of Water District policies and procedures to allow them to troubleshoot and maintain customer satisfaction by providing problem solving resources.

Required Knowledge, Skills and Abilities

- Comprehensive knowledge of all District policies and services required to respond to customer questions and complaints
- Strong interpersonal communication skills
- Ability to multitask and have knowledge and ability to perform all duties of the other Customer Service and Billing Clerk positions to backup as needed.
- Must possess strong problem analysis and problem solving skills to handle situations in the best interest of both the customer and the District
- Must possess good organizational skills
- Must be adaptable, have ability to work well under pressure and tactfully handle confrontational or stressful interactions with customers
- Detailed oriented and works with a high degree of accuracy
- Is able to communicate clearly, both written and in speech
- Completes supporting paperwork and data entry as required focusing especially on new customer signups
- Handles confidential financial and personal information appropriately
- Ability to add, subtract, multiply, divide and derive percentages including making change

- Ability to understand and follow oral and/or written policies, procedures and instructions
- Ability to prepare and present accurate and reliable reports containing findings and recommendations
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology
- Ability to work cooperatively with others

Duties to Include but not limited to:

- Assists walk in/drive-thru customers as needed
- Set up new accounts for water, sewer services.
- Input water payments (in person, mail)
- Take EMS payments (in person, over the phone)
- Take dump fee payments
- Maintain and balance a cash drawer
- Check night drop in the mornings and throughout day, process payments as needed
- Answer phone and follow up with customers
- Assist with review of the leak report and notification of customers
- Facilitate all after hours orders taken by water crew
- Facilitate all incoming fax requests
- Handle customer issues in absence of Customer Service Supervisor
- Assist with closing out NOMAD orders
- Make sure tablet is charged and ready to use at all times
- Make copies of paperwork as needed
- Follow up on returned mail
- Keep lobby tidy and welcoming for customers including disinfecting
- Any other duties as assigned by management

Acceptable Experience and Training

- Must have high school diploma or GED
- Must have Customer Service experience and training which provides the knowledge, skills and abilities necessary to perform the work.