

JOB DESCRIPTION
CUSTOMER SERVICE REPRESENTATIVE
EAST CENTRAL SPECIAL UTILITY DISTRICT

JOB SUMMARY:

The Customer Service Representative will interact with the District's customers by addressing inquiries and resolving complaints, generally providing a higher level of customer support.

DUTIES/RESPONSIBILITIES:

- Interacts with customers via telephone, email, or in person to provide support and information.
- Maintaining a positive, empathetic, and professional attitude toward customers at all times.
- Responding promptly to customer inquiries.
- Ensures that appropriate actions are taken to resolve customer's problems and concerns.
- Maintains customer accounts and records of customer interactions with details of inquiries, complaints, or comments.
- Communicating and coordinating with colleagues as necessary.
- Ensure customer satisfaction and provide professional customer support.
- Performs other related duties as assigned.

REPORTS TO:

- Office Manager

REQUIRED SKILLS/ABILITIES:

- Excellent communication skills including active listening.
- Service-oriented and able to resolve customer grievances.
- Proficient computer skills with the ability to learn new software.
- Knowledge of, or ability to learn, service, or area of customer service specialization.

EDUCATION AND EXPERIENCE:

- High School diploma or equivalent.
- Customer service experience required.

PHYSICAL REQUIREMENTS:

- Prolonged periods sitting at a desk and working on computer.
- Must be able to lift up to 15 pounds at times.

BENEFITS:

- Health Insurance
- Vacation and Sick leave.
- Mandatory contribution as set by the Board of Directors to Texas County and District Retirement System.
- Voluntary Contribution to a 401K plan.
- Voluntary Supplemental Insurance

Non-Exempt position

Hourly pay