

Customer Service Representative/Administration Clerk

Job Description:

The Brookshire Municipal Water District is seeking a dedicated Customer Service Representative/Administration Clerk with HR and Payroll experience. This role involves receiving work tasks from the General Manager and performing a variety of customer service and administrative duties human resource and payroll processing. Responsibilities include accepting customer phone calls, processing payments at the front register, answering questions about customer bills, handling complaints, and writing service orders.

Job Location:

Brookshire, Texas 77423

Working Environment:

Climate-controlled, indoor office setting

Physical Requirements:

Sitting for extended periods in a primary work position
Standing and walking as needed
Hand coordination for typing and handling paperwork
Vision and hearing to effectively perform job duties
Listening, verbal, and written communication skills
Reading and comprehension skills
Reaching, bending, and occasional lifting
Money management skills for processing transactions

Office Equipment:

PC computers
Calculators
Printers
Copy machines
Telephones
Cell phones
Laminating machines
Labelers
Postage machines
Credit card machines

QUALIFICATIONS AND SKILLS:

Organizational Skills: Ability to manage records and schedules efficiently.

Communication Skills: Clear verbal and written communication for customer interactions.

Attention to Detail: Ensuring accuracy in data entry and documentation.

Computer Proficiency: Familiarity with office software (e.g., Excel, Word, 40 words a minute).

Customer Service Skills: Assisting clients with inquiries and issues.

Time Management: Prioritizing tasks effectively to meet deadlines.

Basic Accounting Knowledge: Handling invoices and billing processes.

Team Collaboration: Working well with other staff members

KEY RESPONSIBILITIES:

HR: Payroll processing, able to maintain confidentiality.

Data Entry: Inputting and maintaining accurate customer and billing information in databases.

Customer Support: Responding to customer inquiries via phone, email, or in-person and resolving issues related to water services.

Document Management: Organizing and filing important documents, contracts, and reports.

Billing and Invoicing: Assisting with the preparation and distribution of bills and invoices, as well as processing payments.

Reporting: Generating and maintaining reports related to water usage, billing, and customer accounts.

Scheduling: Coordinating appointments for meter readings, maintenance, or repairs.

Inventory Management: Assisting with tracking and ordering supplies or equipment needed for office operations.

Compliance: Ensuring adherence to company policies and regulations related to water services.

Collaboration: Working with other departments, such as engineering or maintenance, to facilitate operations.

Administrative Support: Providing general office support, including managing correspondence and maintaining office equipment.

May be required to work some evenings.

PAY RATE:

Depends upon experience.

EMPLOYMENT TYPE:

Full-time.

BENEFITS:

Full Medical, Dental, & Vision.

Sick Leave.

Retirement.

Paid holidays

Vacation time.