

# Henderson County Water District

**Title of Position:** Customer Service Representative

**Department:** Henderson County Water District

**Date Revised:** April 25, 2016

**Scope of Responsibilities:** The Customer Service Representative (CSR) is typically the person most customers have contact with either in person, or on the telephone. The CSR is responsible for collecting and properly entering payments from customers, record keeping and working in conjunction with/ and coordinating with other office staff to create and/or keep customer's bills up to date.

**General Duties and Responsibilities:** Duties consist of speaking with customers, processing payments from customers, the night drop, and the US mail. Balancing cash drawer, contacting customers about issues with bills, ensuring customer accounts are up to date while interacting with customers

**Desirable Knowledge, Abilities, and Skills:** The CSR should demonstrate the ability to interact with customers, have excellent customer service skills, attention to detail, ability to multitask, be self-motivated. Cash handling experience and or/ accounts receivable experience as well as knowledge of Microsoft Quick Books, Excel and Word are desired.

**Desirable Education/Qualification:** Desirable education and/or qualifications include ; high school diploma/ GED. A valid driver's license. Ability to work independently with varying amounts of supervision. Must pass drug test and background check.

**Physical Demand:** Generally, this job does not require manual labor. However, CSR's need the ability to lift up to 25 lbs., 20/20 vision or correctable to 20/20, ability to speak and understand conversations with customers via telephone or the drive thru speaker system and to, sit, stand, and walk through the office multiple times in a day's time.

**Work Environment:** Generally, office environment with walking between different parts of the office at times.