

# Customer Service Representative

Manville Water Supply Corporation

**Location:** Coupland, Texas

**Status:** Full-time, Hourly

**Job Category:** Customer Service Rep

**Experience:** 0 to 1 year - CS experience preferred,

**Career Level:** Entry Level

Bilingual preferred

Good working knowledge of Microsoft Office

**Education Level:** High School diploma or GED required

**Job Description:** This is a full-time, hourly position that reports directly to the Billing/Customer Service Supervisor. The person in this position is expected to possess or gain the knowledge and skills necessary to assist in all aspects of the Customer Service, New Accounts & Billing Department of Manville WSC. Responsibilities include; answering customer calls, replying to customer service emails, creating and closing work orders, processing customer payments, assisting customers with new service applications or service terminations, reviewing after-hours reports, processing returned mail, updating addresses, monthly locking of meters, as well as scanning and maintaining electronic customer files. This is a general description of this position, and the CSR will perform other duties as required.

## License Requirements:

Must possess a valid Texas Driver's License and are eligible to be insured with the company insurance automobile plan

## Requirements:

- \* Position requires a friendly, detail-orientated person with excellent public relations, communication and customer service skills
- \* Ability to maintain regular and punctual attendance
- \* Protects company's value by keeping information confidential
- \* Ability to understand and follow oral and written instructions in the English language
- \* Position requires working knowledge of or ability to learn; inHANCE Software
- \* Position requires knowledge of record keeping principles and basic data entry; while maintaining accurate records
- \* Ability to operate any and all office related electronic devices.
- \* A degree of creativity and latitude is required as is the ability to use sound judgement in problem-solving skills
- \* Ability to learn job-related material through oral instruction and observation or through structured lecture in an on-the-job training setting or in a classroom.
- \* Knowledge of safe work practices
- \* Any combination of experience and training that provides the required knowledge and abilities
- \* Will be subject to unannounced alcohol and drug testing as a condition of continued employment
- \* Must be physically capable of operating a vehicle safely, possess a valid Texas Driver's License and are eligible to be insured with the company insurance automobile plan

**Working Conditions:** Position is located in an office environment. Must be able to kneel, stoop, bend and lift 15 lbs. unattended. Must be able to stay in a seated position for an extended length of time.

# Customer Service Representative

## Job Responsibilities:

- \* Answering all incoming calls with professionalism and courtesy
- \* Note all correspondence in contacts on customer account
- \* Address all incoming customer service e-mail daily
- \* Review daily after hours on-call report to include customer follow-up, contact notes, preparation of work orders and coordination with field personnel
- \* Receive and/or process customer payments from walk-ins, night depository, batching, electronic etc. using the inHANCE System and in accordance with Corporation policy
- \* Assist customers in making application for new, changing and/or closing out service. Determine charges, correct billing address's, collect deposits or payments
- \* Coordinate with field and interoffice staff for delinquent locked accounts; update flags in inHANCE, take payments, dispatch for unlocking, provide lock list to the after-hours call center
- \* Track customer payment extensions and pledges. Coordinate with field and after-hours call center on Manville's lock day
- \* Coordinate with wastewater companies and process payment from wastewater provider, per contracts; finalize lock lists, prepare and/or organize door hangers, make contact notes and update flags in inHANCE; receive responses from wastewater provider once payment is received and notify field personnel to unlock, provide lock list to the after-hours call center
- \* Receive & process work order requests and assign to appropriate field staff
- \* Prepare work order for Customer service inspections (CSI) and record inspection data by service location in billing software. Scan completed inspection reports to customer account in DocuWare
- \* Assist with processing work orders in system "remote work order review" and distribute copies as needed
- \* Responsible for scanning all department documentation into DocuWare, Upload and Index in accordance with Corporation standard operating procedures
- \* Update customer files in inHANCE, and customer electronic folders in DocuWare with any changes as needed
- \* Complete customer file cleanout according to established procedures
- \* Process all returned mail; contact customer, research, update address, resend, and scan. Update addresses in inHANCE per Matrix report
- \* Reconcile cash drawer daily in accordance with Corporation standard operating procedures
- \* Refer all unresolved customer complaints to Billing/CS Supervisor
- \* Follow instructions and pre-established guidelines to perform the functions of the job
- \* Rely on experience and judgment to plan and accomplish goals
- \* A certain degree of creativity and latitude is required
- \* Works under general supervision
- \* Report any accident immediately to your Supervisor

This job description is a general description of this position and does not/will not contain all duties that will be assigned. As an employee of MWSC, you are expected to perform duties to the best of your ability and to perform duties as assigned.

## Benefits

Health, dental & life insurance, 401K plan, paid holiday, vacation & sick leave, longevity (after 5 years) & annual bonus.

**MWSC is an equal opportunity provider & employer**

Interested candidates should submit a one-page cover letter, job application and resume as follows:

By mail to Manville Search Committee, P. O. Box 248, Coupland, Texas 78615

By electronic mail to [hrcoordinator@manvillewsc.org](mailto:hrcoordinator@manvillewsc.org)