

Customer Service Representative - New Accounts

Company: Manville Water Supply Corporation **Location:** Coupland, Texas

Status: Full-time, Hourly **Job Category:** Accounts Receivable/
Customer Service Rep

Relevant Work Experience: 2 to 3 years CS experience **Career Level:** Experienced
Proficient in Excel, excellent
working knowledge MS Office

Education Level: High School diploma or GED required

Job Description: This is a full-time, hourly position that reports directly to the Customer Service/Accounts Receivable Supervisor. The person in this position is expected to possess the knowledge and skills necessary to assist in all aspects of the Customer Service/Accounts Receivable Department of Manville WSC. Work includes; answering customer calls, set-up new accounts, close out accounts and process membership refunds, take customer payments, process and compile daily deposit report, charge & adjustment report, process daily soft close and back-up CSR as needed. This is a general description of this position and the CSR - New Accounts 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 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.
- * Position requires knowledge of record keeping principles and basic data entry; while maintaining accurate records
- * A degree of creativity and latitude is required as is the ability to use sound judgment 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.

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Job Responsibilities:

- * Answering all incoming calls with professionalism and courtesy
- * Set up ALL new customer accounts to include tenants
- * Maintain separate filing system for meters that are pending customer action files
- * Process all membership refunds to include terminations of service and update individual inHANCE records. Follow up as needed
- * Process all Tenant Authorization Forms and update individual inHANCE records
- * Post all A/R payments to customer's accounts. Follow up with customers & A/R staff for any discrepancies or issues.
- * Prepare daily bank deposit slips for A/R payments and new meter payments
- * Process daily soft close through inHANCE system as needed
- * Process and compile Daily Deposit Report, Charge & Adjustment Report and Refund to A/R Report
- * Maintain and update development binder (LUE fees)
- * Maintain payment coupon files for one year and customer payment reports for three months
- * Back up CSR: Process customer payments, receive, issue receipts and account for payments from walk-ins using the inHANCE System and in accordance with Corporation policy
- * Update customer files in inHANCE and members individual folders with any changes
- * Refer all unresolved customer complaints to CSR-A/R Supervisor
- * Relies on instructions and pre-established guidelines to perform the functions of the job
- * Relies on experience and judgment to plan and accomplish goals
- * A certain degree of creativity and latitude is required
- * Work independently in the absence of 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, employees are expected to perform duties to the best of their 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 hrcordinator@manvillewsc.org