

## Customer Service/Billing Clerk

Walnut Creek SUD is a public drinking water utility and this position is designed to provide customers support via telephone, online and other communication channels. This position is located in Springtown, Texas.

### ESSENTIAL FUNCTIONS:

- Provide customer service via all communication channels (written and verbal) addressing customer requests or inquires concerning services, water quality and billing concerns.
- Schedule field representatives for service calls, including turning on/off services, and respond to water quality and service disruptions
- Organize and schedule service delivery, billing, and collections
- Document work orders, respond to customer emails and update customer accounts
- Perform tasks associated with the daily, monthly, and all associated reports to ensure accurate accounting of operational activity
- Provide customers with information regarding WCSUD programs and services
- Process customer service paperwork as necessary
- Ability to work under pressure
- Ability to communicate professionally with stressed customers
- Knowledge of proper telephone etiquette

### MINIMUM QUALIFICATIONS:

- Must possess a high school diploma or equivalent
- Ability to perform basic mathematical function, calculate figures, and reconcile account information
- Must be proficient in computer skills including Microsoft Office
- Must be able to read and interpret documents such as safety rules, operating and maintenance instruction, and procedure manuals
- Strong reading and writing skills required
- Clerical experience is required
- Must be able to effectively communicate
- Ability to prioritize assignments and work in order of urgency and sensitivity
- Bilingual preferred

### WORK HOURS:

The work schedule is usually Monday through Friday, 8 am to 5 pm  
Other hours may be required under special circumstances

**SALARY RANGE:** \$17 - \$19 an hour DOQ