

Customer Service Worker

The Council Bluffs Water Works has an immediate opening for a self-motivated individual with customer service and cashier skills. Responsibilities include receiving bill payments from customers and accounts for receipts, communicating with customers concerning application for service, deposits, billing inquires, and performing related work as required. Individuals must be able to work independently and be detailed oriented.

High school diploma or equivalent, plus six months to one year experience.

Send resume to:

Customer Service Worker
Attn: Karen Wisniski
P O Box 309
Council Bluffs, IA 51502-0309

You may view a detailed job description of this position on our web page www.cbwaterworks.com.

EOE

POSITION DESCRIPTION

Title of Position: Customer Service Worker

Department: Customer Service

Title of Immediate Supervisor: Administrative Manager

Definition: Under immediate supervision, receives bill payments from customers and accounts for receipts, communicates with customers concerning applications for service, deposits, bill inquires, and performs related work as required.

Major Responsibilities:

1. Enters cash received on computer terminal. Be able to handle cash and make change to give to the customers.
2. Operates computer terminal for questionable bills and to process deposits.
3. Open, sorts and prepares incoming mail for data entry.
4. Operates mail opening machine and adding machine.
5. Checks bill stubs against checks or money for correctness and marks stubs, as necessary. Paying particular attention to due dates, checking signatures, etc.
6. Processes and records payments received through the mail and from the collection agencies and customers who pay at the Water Works office.
7. Tabulates and balances payments received on a daily basis.
8. Assists other Customer Service personnel during breaks, lunch hours and whenever conditions dictate.

9. Directing visitors and callers to proper person or department.
10. Other duties may be assigned if it becomes necessary.

Required Knowledge, Skills, and Abilities:

General understanding of procedures as they apply to customer billings, ability to efficiently operate standard adding machines, computer terminal, ability to efficiently operate standard office machines, ability to communicate with customers regarding billing questions in a pleasant, intelligent manner. Must be able to read and write English and communicate in English at a normal rate of conversation.

Required Experience and Training:

1. High school degree or equivalent plus six months to one year work experience
2. Typing at 40-45 wpm
3. Public Relations skills are also required.
4. He/she fills in for the Customer Service Representatives in his/her absence.

Physical Requirements:

1. Must be sighted.
2. Must be able to hear normal conversation.
3. Must be able to use and communicate using a standard touch-tone telephone, cellular telephone, and person to person conversation.
4. Must be able to speak, understand, read, and write English and keep accurate, legible records of work performed and actions taken.
5. Must be able to engage in repetitive motion using hands, wrists, and arms.
6. Must be able to lift 20 lbs.