

# Customer Service Representative I (CSR)

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

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

**Relevant Work Experience:** 0 to 1 year CS experience      **Career Level:** Entry Level  
preferred, 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 Customer Service/Accounts Receivable 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/Accounts Receivable Department of Manville WSC. Work includes; answering customer calls, processing customer payments, assist customers with new service applications and or termination of service, review after hours report & clean out customer files. This is a general description of this position and the CSR I 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.

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## Job Responsibilities:

- \* Answering all incoming calls with professionalism and courtesy
- \* Input daily A/R checks received into excel spreadsheet per established procedures, scan internet checks and submit all for processing
- \* Receive and/or process customer payments from walk-ins, night depository, mail, 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
- \* Review daily after hours on-call report to include customer follow-up, contact notes, preparation of work orders and coordination with field personnel
- \* Track active bulk meters; update spreadsheets; follow up for extension; process work orders
- \* Finalize wastewater lock list, prepare and/or organize door hangers, make contact notes and update flags in inHANCE; coordinate with wastewater companies and field personnel for unlocks when primary coordinator is either out of the office or to otherwise help primary stay timely.
- \* Update customer files in inHANCE, DocuWare and customer individual folders with any changes as needed
- \* Complete customer file cleanout according to established procedures
- \* Check all calls from answering service. Respond to calls as needed
- \* Backup all incoming customer service e-mail daily when primary backup is absent or as needed
- \* Back up to daily cash drawer close out when primary contact is absent or as needed
- \* Refer all unresolved customer complaints to CSR/A/R 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 [hrcordinator@manvillewsc.org](mailto:hrcordinator@manvillewsc.org)