

Customer Service Representative I (CSR)

Company: Manville Water Supply Corporation **Location:** Coupland, Texas
Status: Hourly, full time employee **Job Category:** Accounts Receivable/
Customer Service Rep
Relevant Work Experience: 0 to 3 Years
Good working knowledge of **Career Level:** Entry Level
Microsoft Office
Education Level: High School diploma or GED **Starting Salary:** \$15.16

Job Description: This is a full-time position in which the person has responsibility for assisting in the Customer Service/Accounts Receivable Departments of Manville WSC. This position reports directly to the Customer Service/Accounts Receivable Supervisor.

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
- * 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.

Job Responsibilities:

- * Answering all incoming calls with professionalism and courtesy

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- * 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
- * Update customer files in inHance, Fortis and customer individual folders with any changes as needed
- * Complete customer file cleanout according to established procedures
- * 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

Benefits

- * Paid health care insurance for employee
- * 401K after 1 year with 5% matching by company
- * 14 paid holidays
- * Paid sick and vacation leave

Interested candidates should submit a one-page cover letter, 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