



Customer Service Representative 1

Overview

Customer Service Representative 1 operates the Drive Thru Window. They pleasantly greet, receives and responds to customers inquiries via telephone, email or in person. A very important part of Russell County Water Authority's daily function.

Responsibilities and Duties

- Process daily deposits/ balance cash drawer (night drop, mail & drive thru window)
- Process all payments (cash, check, money order & credit /debit cards)
- Answer telephones (multiple lines)
- Assist customers & achieve resolution
- Generate and complete work orders
- Other duties as assigned

Qualifications

- High school diploma
- Preferred 1-year experience in customer service
- Ability to work full time (40hrs)
- Data entry experience
- Knowledgeable in excel & word
- Ability to effectively and politely interface with public
- Ability to multi-task
- Ability to pay attention to details
- Positive Attitude

Recommended Skills

- Basic computer skills
- Good communication and interpersonal skills
- Basic office equipment skills
- Listening skills
- Phone skills (multiple lines)
- Team work

Benefits (after 90 days)

- Vacation, Holiday & Sick Pay
- Medical Insurance (health, vision, dental & life)
- Retirement