

HARDIN COUNTY WATER DISTRICT No. 1
Job Description

TITLE OF POSITION: Customer Service Representative (Non-Exempt, Hourly - Pay Grade NE-11)
DEPARTMENT: Customer Service / Finance & Accounting
REPORTS TO: Customer Service Supervisor
SUPERVISES: No supervisory responsibilities
REVISED: February 2025

BASIC POSITION DESCRIPTION:

Provide exemplary customer service by assisting walk in and drive thru customers with accepting payments, processing service on and off orders and establishing new accounts. Answer customer inquiries, balance cash drawer and complete daily reports.

ESSENTIAL POSITION FUNCTIONS:

Answer phone. Assure customers' needs and questions are addressed. Complete Work Orders for service requests, new and discontinuing water service accounts. Collect and post payments made on accounts, including payments made through the night deposit box, mail and internet. Balance cash drawer to receipts daily. Individual must be available when the situation arises that requires overtime. Must possess skills to become cross trained to fill in for Billing Specialist and Customer Service Supervisor positions. Any and all other job duties as may be assigned.

STANDARDS OF PERFORMANCE:

Must have good communication skills, ability to handle currency, and accurate key boarding skills. Must operate calculator with minimal errors. Experience with billing software systems, Check Scanner-Check Readers- Imaging Equipment preferred. Must operate drive through drawer equipment and learn and understand numerous customer policies and procedures. Must accurately count currency and return change. Will be required to handle multiple tasks during high volume days.

MENTAL AND PHYSICAL REQUIREMENTS

Frequent standing, sitting or walking. Lifting objects up to 10 lbs. Generally climate controlled office. Must read documents, view and operate computer screen and keyboard and operate other payment and office equipment without modification.

WORKING ENVIRONMENT AND CONDITIONS

This position involves working within an indoor office environment around general office equipment, including computers and work stations and may require working non-traditional hours including evenings and weekends to attend meetings.

EDUCATION, EXPERIENCE AND TRAINING

High school diploma or equivalent required. Minimum two years previous experience as Bank Teller or cashier at high volume retail business. Must have completed or be taking business or office classes or specialized training. Must have a valid driver's license.

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Acknowledgement for Receipt of Job Description

I have received a copy of the Job Description and have read and understand its contents.

Employee Name (Please Print) Date

Employee Signature Date

Supervisor's Signature Date