

**LEAVENWORTH WATERWORKS
ADMINISTRATION
CUSTOMER SERVICE REPRESENTATIVE**

A successful Leavenworth Waterworks Customer Service Representative (CSR) provides exceptional service to customers of Leavenworth Waterworks. The CSR offers solutions that aid and facilitate customer service experiences and solutions, providing general administrative support while multi-tasking in busy day-to-day situations. The CSR is the face of Leavenworth Waterworks through in person, email, and telephone interactions with all customers.

Duties/Responsibilities:

The list below is intended as illustrations of the various types of work performed, and not intended to be all-inclusive.

- Receive and process payments, timely and accurately. Follow up on non-paying customers and returned payments.
- Answer multi-line telephone in a professional manner.
- Field customer questions and concerns; when the issue is beyond the representative's knowledge, forwards to the Manager or other appropriate staff.
- Ensure that appropriate actions are taken to resolve customers' problems and concerns. Provide follow-up with customer or other team members.
- Maintain customer accounts and records of customer interactions with details of inquiries, concerns, or comments.
- Read and interpret various reports and documents.
- Proper completion of tasks, applications and documents.
- Balance and reconcile cash drawers and deposits, daily.
- Work with other departments as needed.
- Perform other related duties as assigned.
- Reports to the Finance Manager.

Required Skills & Experience:

- One year of office support experience in a customer service role preferred.
- High School Diploma or GED.
- Excellent customer service skills and attitude, including active listening.
- Ability to multi-task in a fast-paced environment.
- Flexibility on cross trained positions with a Team mentality.
- Excellent organizational skills and attention to detail.
- Ability to problem-solve.
- Computer proficiency - MS Suite, with the ability to learn new software.
- Ability to work as scheduled.

Job Type, Pay, and Benefits:

Job type: Full-time, Monday through Friday 8:00 a.m. to 5:00 p.m.

Work location: in-person.

Pay: \$19 per hour.

**LEAVENWORTH WATERWORKS
ADMINISTRATION
CUSTOMER SERVICE REPRESENTATIVE**

Benefits offered:

Medical and Dental Insurance

Voluntary Benefits to include Accident, Cancer and Intensive Care

KPERS

Life insurance

457(b) deferred compensation plan

Paid Leave (Holiday, Vacation and Sick)

Selection Guidelines:

Formal application and review of qualifications, education and experiences; testing which may include: oral interview; final selection, background investigation, reference check and post-offer medical examination to include a drug screen; and other job related tests may be required. Job will remain posted until filled.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The position description does not constitute an employment agreement between Leavenworth Waterworks and employee/individual and is subject to change as the needs of Leavenworth Waterworks and requirements of the job change.