

METRO WATER DISTRICT is seeking candidates to fill a **Full-Time Customer Service Representative I** position. The ideal candidate must provide superior customer service, exercise independent judgment, professionalism, initiative, and be highly motivated with the ability to work directly with customer service issues.

Job Summary:

- Works under the general direction of the Customer Service & Billing Supervisor, performs a variety of clerical activities in support of the Administration team. Responsible for providing reception, customer service, receipts, processing payments, and other duties may include completing related tasks as assigned to support the District mission.

Essential Job Functions:

- Answers incoming telephone calls and assists all customers that walk-in, drive up, call or email by providing information pertaining to utility accounts, utility service activation and/or disconnection.
- Prepares and processes service orders for various District services including, but not limited to water turn-ons, turn-offs, water meter installations, and verifies other services.
- Processes utility payments, checks payments for accuracy, makes decisions regarding payment arrangements, and bill adjustments. Post utility payments to correct account and prepares receipts, records, or other documentation of payments and account status.
- Researches, resolves, and responds to customer questions, inquiries, complaints, and problems regarding services or billing.
- Receives, sorts, and distributes incoming mail, and prepares outgoing mail including shut off notifications.

Qualifications and Experience:

The successful candidate must have a High School diploma or equivalent and any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work. Must be proficient in MS Office and know how to operate standard office equipment along with the ability to work well with others.

The salary range for this position is \$37,980 - \$56,969; **The District offers full competitive benefits and participates in the Arizona State Retirement System, the District matches the employee's contribution 100%.** To be considered, submit a letter of interest, and resume via email to bmorelli@metrowater.com; **deadline for applying will be March 5, 2024.** For more information, please contact Billie Sue Morelli, Human Resources Manager at 520-209-2848.