

Position Title	Department	Reports to
Customer Service Representative	Administration	Office Manager
Employment Status	FLSA Status	Effective Date
<input type="checkbox"/> Temporary <input type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time	<input type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt	2025

About Our Company

GSSUD is the public water supply for Scurry Rosser

Job Summary

This role is vital to the success of the District. The CSR is the first impression our customers have of the waterboard and sets the tone for future provides critical customer service to the community we serve. The CSR performs the day to day customer transactions related to new service, bill payment, final service and general questions. The CSR's work closely with the billing specialist and field to prepare work orders and leak adjustments. This position also cross trains for meter reading preparation, billing, social media posts and website updates.

Essential Duties and Responsibilities

The essential functions include, but are not limited to the following:

- Open front office and lobby for transactions
- Answer and route phones calls
- Attend the lobby window daily transactions including new service, payments and customer requests
- Maintain a balanced cash drawer
- Sort mail and night drop box payments and post accordingly
- Import Online and Phone payments
- Process and post ACH payments
- Create deposits and reconcile cash drawer
- Promote and enroll customers on ACH auto bill
- Process and notarize easements for new customer accounts
- Manage shutoff list and make collection efforts on overdue accounts
- Filing
- Create work orders (daily and shutoffs)
- Make necessary adjustments to customer accounts
- Make payment arrangements for customers needing assistance
- Account maintenance: Transfers, Rental Accounts, Create New Meter Set Accounts, Discontinue and Repossess accounts
- Pull Data log Reports as requested
- Update TCEQ and TRWA sites as directed
- Other admin duties as requested by Office Managers

Minimum Qualifications

- Positive, happy personality focused on providing an excellent experience for our customers
- Excellent telephone and interpersonal skills
- Ability to work with little supervision
- Work well within a small team
- Ability to learn all legal documents and requirements associated with a public utility position

- Notary Required
- Excellent computer skills including Word, Excel and Outlook
- Capable to maintain confidential written and verbal information
- Must pass a drug test and background check
- Present and communicate professionally (written and verbal)
- Must be a critical thinker with Strong English composition skills
- Ability to organize, multi-task and prioritize projects
- Positive self-starter who can take the initiative and drive their own learning
- Able to work both independently and as part of a team
- Strong knowledge of Microsoft Excel, Word and PowerPoint

Physical Demands and Work Environment

Physical Demands:

- Walking, Climbing up and down stairs from time to time
- Moderate lifting may be required (15-20) pounds
- Ability to work 40 – 45 hours a week

Working Environment:

- Frequent speaking, listening, sitting, use of hands/fingers across keyboard or mouse, handling other objects, long periods working at a computer
- Service center environment with moderate noise level due to Representatives talking, computers, printers, and floor activity
- Dress code is business casual

Note

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.

Reviewed with employee by:	
Name (Print):	Signature:
Title:	Date:
Received and accepted by:	
Name (Print):	Signature:
Title:	Date:

The company is an Equal Opportunity Employer, drug-free workplace, and complies with ADA regulations as applicable.