

Brushy Creek Municipal Utility District

Job Title:	Customer Service Generalist
Department:	Customer Service
Reports to:	Customer Service Manager
Supervisory role:	None
FLSA:	Non-Exempt
Pay Range:	3
Office Hours:	7:00 AM to 7:00 PM
Status:	Part Time

General Summary:

Provides and applies an in-depth working knowledge of products and services to help customers solve their inquiries, problems or issues, pay bills, acquire memberships, reserve rooms or facilities, request permits, report leaks or sewer stoppages . Works with customers to troubleshoot, analyze, diagnose and engage appropriate resources to resolve customer service issues. Provides prompt and professional service through quick processing and prioritization of a variety of problems.

Essential Functions:

- Accepts utility bill payments, recreation membership, league and program payments issuing receipts and entering data into the appropriate billing / management software
- Receives phone calls to the District and either provides the requested information or forwards to the appropriate staff / department.
- Greets customers and guests and enrolls them for leagues, programs or memberships, or registers for utility services
- Receives payments for day passes to the facility, other recreation activities, and permits
- Takes and distributes photo IDs
- Performs data entry and prepares necessary reports
- Investigates and resolves customer issues
- Maintains schedules and calendar
- Handles questions and matters of a more technical nature and responds to customer complaints
- Receives requests for any information regarding District activities, records, or services
- Other duties as assigned

Knowledge, skills and abilities:

- Exemplary customer service skills

Brushy Creek Municipal Utility District

- Experience in utility services, facilities management, recreation, and / or community center operations
- Must pass a drug screening test, criminal background check, and credit check
- Demonstrated excellent communication skills, both written and oral, and interpersonal savvy when dealing with internal and external customers
- Must be able to work well with people of all ages and disposition
- Demonstrated working knowledge of all products and services provided to customers of Brushy Creek
- Excellent computer skills required; proficient knowledge of Microsoft Word and Excel
- Demonstrated in-depth ability to trouble shoot designated products and services provided to customers
- Ability to set priorities, meet deadlines and multi-task with minimal supervision
- Provides exemplary and courteous service to all staff and customers. Projects a positive attitude and friendly demeanor to staff and customers
- Knowledge of internal control systems and preferred business practices
- Ability to function effectively under direct supervision
- Ability to resolve problems or situations requiring the exercise of good judgment and recommend solutions
- Ability to be detail orientated
- Ability to work independently
- Ability to be a quick learner
- Ability to be an Ambassador for the District

Minimal Education and Training Requirements:

- High school diploma or GED required
- Must have or be able to obtain certification for First Aid, CPR, and AED

Mental Demands:

- Maintaining confidentiality
- Creative problem solving
- Properly handling stress
- Effectively using oral and written communication
- Professional customer contact
- Balancing multiple concurrent tasks
- Effectively dealing with interruptions

Brushy Creek Municipal Utility District

Working Conditions:

The working conditions described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- This job is primarily performed in an office setting.
- The noise level of the work environment is usually low to moderate.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- While performing the duties of this job, the employee is frequently required to sit and talk or listen. The employee is occasionally required to walk; use hands to operate objects; and reach with hands and arms.
- The employee must be able to use standard office equipment including desktop computers, adding machines, and telephones
- The employee must be able to lift and/or move up to 25 pounds.
- Specific vision abilities required by this job include close vision and the ability to adjust focus.

The above statements are intended to describe the general nature and level of the work being performed by people assigned to this job. They are not an exhaustive list of all duties and responsibilities associated with it.

Employee's Signature

Date

Immediate Supervisor's Signature

Date