

Temporary Customer Service and Administrative Support

Job Summary:

We are hiring a Temporary Customer Service Representative to support customer needs in the office, over the phone and via email responses. Main job functions include but not limited to customer queries and concerns, processing bill payments, fees, penalties, and other payments made to the District. Duties may also include creating service orders, opening and closing accounts, receiving or refunding customer deposits, filing, performing clerical and administrative duties in an office setting, supporting the Accounting Clerks, District Secretary and General Manager. To do well in this role you need to be able to remain calm when customers are frustrated and have experience working with computers.

Primary responsibilities:

- Process customer payments efficiently and accurately in person and via phone
- Cash, charge card, check handling and reconciliation
- Maintaining a positive, empathetic and professional attitude toward customers at all times
- Answer phones and greet clients warmly
- Assist in filing duties
- Perform basic bookkeeping duties
- Compile financial records
- Reroute calls to appropriate people
- Answer inquiries about company
- Operate office machines, such as photocopiers and scanners, facsimile machines, voice mail systems and personal computers
- Take and deliver messages
- Sort and distribute incoming mail
- Perform data entry
- Responding promptly to customer inquiries
- Acknowledging and resolving customer complaints
- Understanding District services and fees so that you can answer questions
- Processing service orders, forms, applications, and requests
- Keeping records of customer interactions, transactions, comments and complaints
- Communicating and coordinating with colleagues as necessary
- Providing feedback on the efficiency of the customer service process
- Ensure customer satisfaction and provide professional customer support

Customer Service Representative Requirements:

- High school diploma, general education degree or equivalent
- Experience with cash handling
- Experience working with computers
- Experience working with customer support
- Ability to stay calm when customers are stressed or upset

Please note, any appointment to a temporary help position is a limited term position and is not to exceed 1,000 hours of employment per fiscal year. Temporary Help employees are not benefit eligible and do not have status. Temporary help employment is temporary and may be ended at any time. Temporary help applications are typically kept on file for a period not to exceed 90 days.