

Customer Service Representative

Job Summary:

This position's primary role is billing and payment collection of the system's customer base of over 2,200 connections. Responsibilities include collecting payments in person and issuing receipts on accounts by collecting checks, money orders or posting credit card payments from reports. Other aspects of the job include exporting customer data to a USB for the purpose of meter reading and importing the data back to the billing software after meters have been read. Running and reviewing reports ensuring all meters are being read and also looking for meters that are possibly not registering full amount of water being used, therefore causing inaccurate charges on the customer accounts resulting in a loss of revenue to the company. Duties also include processing new accounts and reservices, transfer service requests, account changes and work orders.

Job Duties:

- Accurate & timely payment transactions for customers, balancing at the end of the day & preparing the deposit to go to the bank
- Answering phones
- Backup of the billing software daily and after month end close out
- Processes returned checks & bank drafts for collection
- Interacts with customers to get all necessary paperwork and payment to establish service
- Enters new/reservices in the utility billing software along with collecting & processing all the necessary paperwork and payment
- Processing the transferring of accounts when members sell property with a BAWS meter
- Creating & maintaining customer files
- Updating and adding services to maps using AutoCAD
- Exporting customer data for field technician to read meters
- Imports customer data once readings are completed
- Runs the reports that are generated once importing is complete
- Reviews the Unread Meters list and the Exceptional Usage report to determine what registers or meters could be reading inaccurately and need to be checked by a Field Technician
- Monitors past due accounts & prints Final Notices to mail to customers who have not paid by the 15th
- Creates work orders & inputs changes for meters & registers that need to be replaced
- Exporting water bills to Xpedient Mail to be mailed to customers once all issues with the meter reads have been resolved
- Process returned mail and resolve any issues causing the bill to be returned
- Preparing work orders for customers & following up with them once the work order is completed by the Field Technician
- Adding and removing bank drafts on customer accounts
- Prepares the disconnect list of the customers that need to be locked off due to nonpayment, coordinates with Field Technicians to ensure all that customers are unlocked once bill has been paid
- Prepares & mails termination letters to customers that remain locked & monitors those accounts to ensure services that do not pay within 10 days are pulled in accordance with the Tariff of the company
- Generating work orders for customer requested final readings and ensuring the final bill gets paid
- Inputting account changes for Alternate Billing requests, address changes, etc.
- Process customer request to terminate service & ensure final bill gets paid or deducted from the membership
- Responsible for all reports that need to be generated at the end of the month from the billing software in order to balance and close out the month, including the additional reports that are needed to complete the end of the year closeout

- Sending easements the courthouse to be recorded & filing them in customer file once returned to Bethel Ash
- Keeping track of the customers that should be notified on a yearly basis regarding backflow prevention and making sure those customers send a copy of the back flow test results as required by TCEQ
- Review Billing Register at the end of the month to ensure maps have been updated to show new services and transfers
- Assist in preparing bulk mail pieces to go out to customers
- Moving liquidated or customer requested discontinued accounts to vacant in the billing software and deleting them at the end of the year
- Year-end file maintenance, creating new files for upcoming year & pulling the files that have past the timeframe for retention according to TCEQ regulations
- All other duties as assigned by the Office Manager or General Manager