



Job Title: Customer Service Rep I – Billing

Department: Customer Service

Reports To: Customer Service Billing Supervisor

Directly Supervises: None

FLSA Status: Non-Exempt

Date Revised: November 17, 2025

Position Type: Full Time

Location: WWA Main Office

POSITION SUMMARY:

The Customer Service Representative I is responsible for delivering exceptional service to customers by addressing inquiries, resolving issues, and providing service information. This role involves handling inbound calls and emails while ensuring that customer needs are met in a timely and professional manner. The representative will work closely with other departments in a cohesive manner to resolve customer concerns, maintain accurate records of customer interactions, and follow up on any outstanding issues.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Manage inbound customer communications by answering calls and emails promptly, ensuring that all customer needs are addressed efficiently and professionally.
- Create and process service orders for residents moving in or out using Water Smart software, ensuring accurate and timely entries to support smooth transitions.
- Process customer payments in a timely and accurate manner, ensuring all transactions are completed in accordance with company procedures.
- Handle incoming mail by opening, date-stamping, sorting, and distributing to the appropriate departmental boxes to ensure smooth operational flow.
- Develop proficiency in navigating the WWA website to assist customers with online inquiries and improve service response time.
- Prepare and print customer handouts and forms for distribution at the front counter, ensuring that all materials are up-to-date and relevant to customer inquiries.
- Support administrative tasks such as scanning, shredding, and filing documents as needed to maintain an organized and efficient workspace.
- Provide support in any other capacity as requested by the supervisor, demonstrating flexibility and willingness to assist with a variety of tasks as required.
- Attend scheduled department meetings after/during business hours.

Cross train and provide backup support for Operations with the following:

- Assist with the preparation of *Consumer Confidence Reports* and *Lead and Copper Reports*, ensuring that accurate and compliant information is shared with customers and regulatory bodies.

- Collaborate with Customer Service Department colleagues to provide assistance when needed, ensuring all team tasks are completed promptly and to a high standard.

COMPETENCIES:

To perform the job successfully, an individual must demonstrate the following competencies:

CORE COMPETENCIES

- **Organizational Agility**
Knowledge about how WWA works; understands and appreciates the origin and reasoning behind key policies, practices, and procedures; understands the culture of the organization; knows how to get things done in a manner that compliments the WWA's policies, practices, and culture.
- **Drive for Results**
Pursues everything with energy, drive and a need to finish; does not give up before finishing, even in the face of resistance or setbacks; steadfastly pushes self and others for results.
- **Teamwork and Cooperation**
Ability to effectively work as an active and contributing member of a team to complete assignments and achieve goals; actively seeks ways to support other team members and promotes cooperation.

JOB SPECIFIC COMPETENCIES

- **Following Directions**
Receiving, understanding and carrying out assignments or following procedures with minimal supervision.
- **Customer Focus**
The ability to demonstrate concern for satisfying one's external and/or internal customers by solving problems, understanding customers' needs/concerns, and presents oneself in a professional and positive manner.
- **Initiative**
Identifying what needs to be done and doing it before being asked or before the situation requires it.
- **Attendance and Dependability**
Follows instructions, responds to management direction; takes responsibility for one's own actions; keeps commitments and is dependable in nature; completes tasks on time or notifies appropriate person with an alternate plan.
- **Safety and Security**
Supports and is safety aware; reports potentially unsafe conditions; uses equipment and materials properly.
- **Flexibility and Adaptability**
Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

OTHER SKILLS AND ABILITIES/DUTIES:

- Time Management
Prioritizes tasks, multi-tasks effectively, and manages time to ensure that deadlines are met.
- Ability to Learn
Tends to learn new skills quickly on his/her own and applies them quickly and effectively to work situations.
- Detail Oriented
Ensuring that one's own and others' work and information are complete and accurate, following up with others to verify information.
- Collaboration
The ability to develop, maintain, and strengthen partnerships with others inside or outside WWA who can provide information, assistance, and/or support.
- Language Skills
Strong verbal and written skills are required. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.
- Mathematical Skills
Ability to add, subtract, multiply, and divide in all units of measure using whole numbers, fractions and decimals in English and metric units. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations. Basic and principles of measurement.
- Computer/Technology Skills
To perform this job successfully, an individual should have the ability to create and maintain detailed spreadsheets, generate charts and graphs in Microsoft Excel; proficiently compose correspondence, forms, templates, and other documents using Microsoft Office Word.
- Oral Communications
The ability to express oneself clearly in conversations and interactions with others.
- Written Communication
The ability to express oneself clearly in business writing.

This position is classified as essential personnel. The individual holding this position will be required to work as required in (1) preparation for prolonged emergency operations and/or (2) during recovery from prolonged emergency operations as directed by his/her direct supervisor/manager, or the General Manager.

EDUCATION REQUIREMENTS:

<u>Degree/Diploma Obtained</u>	<u>Program of Study</u>	<u>Preferred or Required</u>
High School Diploma or Equivalent	General Studies	Required

EXPERIENCE REQUIREMENTS:

<u>Years of Service</u>	<u>Type of Experience</u>	<u>Preferred or Required</u>
1 Year	Customer Service	Preferred
1 Year	Customer Billing	Preferred

CERTIFICATIONS & LICENSES:

<u>Title</u>	<u>Preferred or Required</u>
Texas Driver's License with Insurable Driving Record	Required

SUPERVISORY RESPONSIBILITIES:

This job has no continuous supervisory responsibility.

PHYSICAL REQUIREMENTS:

<u>Demand Type</u>	<u>Frequency</u>
Carry up to 10 lbs.	Occasionally (Less than 1/3 amount of time)
Lift up to 10 lbs.	Occasionally (Less than 1/3 amount of time)
Reach with hands and arms	Frequently (1/3 to 2/3 amount of time)
Sit	Regularly (More than 2/3 of time)
Stand	Frequently (1/3 to 2/3 amount of time)
Talk or hear	Regularly (More than 2/3 of time)
Use hands to finger, handle, or feel	Regularly (More than 2/3 of time)
Walk	Frequently (1/3 to 2/3 amount of time)

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 accommodation may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT REQUIREMENTS:

<u>Demand Type</u>	<u>Frequency</u>
Moderate noise level	Occasionally (Less than 1/3 amount of time)

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

If you are interested in applying for this position, please forward your resume to slawson@woodlandswater.org