

BILLING CUSTOMER SERVICE CLERK

Reporting:

Reports to Office Manager.

Position Qualifications:

Education:

- Education: Position requires a high school diploma or GED.

Professional:

- A valid Texas Driver's license
- 3 year's actual experience with collection of cash, account receivables and account of cash draw balances at the end of day and record keeping and filing.
- Public relation skills
- Experience with clerical equipment such as the 10-key, facsimile, credit card, and computer machines
- Experience with Microsoft Word and Billing Software
- Must be insurable under the WSC's vehicle liability issuance policy.

Job Responsibilities:

- Answer incoming calls, handle customer complaints, answer questions and/or redirect callers to the proper department/individual.
- Take installation, maintenance, and repair request by phone or in person and gather necessary information and prepare work orders.
- Receive, issue receipts, and account for utility payment from walk-ins, night depository, mail and drive through.
- Assist customers in making application for new service and/or closing out existing service for final bill.
- Create computerized work orders as requested and input completed work orders into data base.
- Initiate purchase orders (P.O.) and process for purchasing by El Oso WSC's policy.
- File all paperwork for customer's records.
- Responsible for executing and tracking of line locates requested by staff
- Assist Office Manager in performance of related duties.
- Must be able to lift 20 lbs. unattended.
- Must be able to kneel, stoop and bend.
- Must be able to stay in a seated position for extended length of time.

Duties:

Administrative:

- Assist in filling work orders and written reports of parts/materials used.
- Report customer complaints, unauthorized connections and El Oso WSC property damages to management.
- Keep inventory of supplies on hand and order special office related purchases.
- Close work orders and file.
- Manage all incoming line locate requests, monitor confirmation of completed line locates and dispatch conformation.
- Perform other duties or assignments as required.