

## Account Service Representative

**DEPARTMENT:** Customer Service  
**SCHEDULE:** Monday-Friday, 8am-5pm

**PAY GRADE:** 2

### **Position Summary**

The Account Services Representative –Call position is responsible for providing a quality customer service experience to all who make inquiries. This includes resolving or assisting in the resolution of issues or problems being experienced. Additionally, this position assists in the regulatory compliance and efficient operations of the District.

### **Essential Functions**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

- Respond to inquiries regarding account details, bill amount, payments, start-service applications, construction projects, and any other general questions or issues received by phone, walk-in or drive thru
- Record data from phone calls and service orders into customer information system
- Responsible for organization of account documents and notes within the customer information system which includes adding notes in the customer information system regarding payments, change of address, or any other related issue
- Responsible for balancing cash drawer when scheduled on rotation for drive thru and front counter positions
- Process various forms of payment directly from customer
- Administer payment arrangements made with customers regarding delinquent bills to ensure final payment is received
- Responsible for processing and routing mail
- On a rotational basis, this position will be required to aid in such tasks as returned checks, lockbox, cash sheets, scanning and emails
- May serve as a back-up to account service representative - calls
- Ensures compliance of company policies, including but not limited to safety concerns and incident reporting
- This description describes only the core areas of responsibilities; specific position assignments will vary depending on the needs of the department

### **Required Education and Experience**

- High school diploma or GED
- 1 year of prior experience working in a customer service role

### **Additional Skills**

- Ability to maintain effective, fair, cooperative, collaborative and respectful relationships with internal and external colleagues, peers, work teams and workgroups
- Ability to interrupt, understand and administer regulations
- Ability to work with computer software

### **Licensing/Certifications:**

- Valid Driver's License

### **Work Environment and Physical Demands**

This job primarily operates in a climate-controlled environment. Works with equipment, such as computer, copy machine, fax, and phones. The position requires auditory and visual skills; and the ability to sit, follow written and oral instructions and procedures. There is no regular travel expected for this position.

### **Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

### ***TO APPLY:***

***If you have an interest in the above named position, and you meet the listed qualifications, please complete and submit an application form which is available at [www.nkywater.org](http://www.nkywater.org) or in person at 2835 Crescent Springs Road, Erlanger, KY 41018. Applications may be submitted by email to [hr@nkywater.org](mailto:hr@nkywater.org) or mailing to 2835 Crescent Springs Road, Erlanger, KY 41018.***

**The Northern Kentucky Water District is an Equal Opportunity  
Employer/Minorities/Females/Disabled/Veterans.**

**Posting Date: August 1, 2018**