

Customer Service Representative – South Walton Utility Inc., Co

We are currently accepting applications for a **Customer Service Representative** position. The ideal candidate will provide exceptional customer service by assisting customers with new service applications, work orders, billing inquiries, service requests, account maintenance, and general questions regarding water and sewer services.

Responsibilities:

- Process new service applications and account setups.
- Create, update, and track work orders for service connections, disconnections, leaks, meter issues, and customer requests.
- Assist customers with billing questions and payment processing.
- Responding to service requests and account inquiries.
- Coordinate with field personnel regarding work order completion.
- Explain company policies, procedures, and rates.
- Resolve customer concerns professionally and efficiently.
- Provide support in person, by phone, and electronically.

Qualifications:

- High school diploma or equivalent.
- Customer service experience preferred.
- Strong communication and interpersonal skills.
- Basic computer and data entry proficiency.
- Ability to multitask and prioritize work orders in a fast-paced environment.
- Professional and dependable work ethic.
- Experience with utility billing or work order systems preferred.

Benefits: Salary is based on experience and qualifications. Excellent benefits package including health insurance, retirement plan, paid holidays, and vacation leave.

Apply Today!

Join our team and help provide reliable water service to our community by assisting customers with new service connections, managing work orders, processing billing inquiries, and delivering outstanding customer support.