

The Springfield Water and Sewer Commission is seeking a Customer Service Representative to join its team on Colton Street in Springfield. The Customer Service Representative will be part of a team of professionals who respond to requests and create work orders to support the work of the engineering and field services departments to conduct the work of the Commission.

Applications will be accepted until April 4, 2023.

Starting salary is \$23.05/hour. This is a full time (40 hours/week position).

Interested applicants can submit a letter of interest and resume to admin.mgr@waterandsewer.org.

This position is responsible for assisting customers in a professional and courteous manner, while answering customer inquiries about services provided by the Commission; receiving inquiries and complaints by phone; and, initiating appropriate responses and follow-up to ensure that matters have been resolved. This position will also require aiding customers through making referrals to other governmental departments or outside services. Customer Service Representatives must be comfortable working independently. This position requires a high degree of professional and patience as well as excellent communication skills. The customer Service Representative also must be able to use the Commission's computer programs and handle data with a high degree of accuracy. This position reports directly to the Customer Service Manager or Senior Customer Service Representative, depending on location.

ESSENTIAL DUTIES AND RESPONSIBILITIES: include, but are not limited to the following:

Responds to inquiries from the general public and businesses, by telephone, in person, and mailing information, on a wide variety of services.

Enters requests for services into computerized tracking system.

Researches records and contacts other governmental and outside services to obtain information needed to resolve customer complaints.

Resolves routine customer complaints within established guidelines by contacting the responsible unit by telephone, work order, etc.

Follows up with customers, by telephone, to determine the level of satisfaction with the services rendered.

Refers to schedules, procedures, charts or maps to provide information, such as service days for particular services requested.

Performs related work as required.

KNOWLEDGE, ABILITIES, AND SKILLS:

Ability to analyze information in order to determine appropriate responses.

Ability to communicate clearly both orally and in writing.

Ability to listen carefully, especially for details about locations and problems.

Ability to be assertive, especially as relates to maintaining control of a conversation.

Ability to operate a personal computer.

Ability to understand word processing, presentation, and spread sheet programs such as Microsoft Word, Excel, and Power Point.

Ability to perform basic mathematical functions.

Willingness to learn new methods of service to the customer and adapt to new technology.

Should have a general geographic knowledge of the greater Springfield MA area including major streets and landmarks.

Knowledge of local, state and federal governmental departments, bureaus, and divisions.

PHYSICAL DEMANDS:

This position normally functions in a typical office environment with a moderate noise level and frequent interruptions. Some field work is required. During those times the employee is exposed to weather conditions prevalent at the time. While performing the duties of this job, the employee is required to sit, stand, walk, and perform tasks requiring manual dexterity. The employee must occasionally lift and/or move up to 10 pounds.

EXPERIENCE AND TRAINING:

Must possess and maintain a current Massachusetts Driver's License.

Graduation from a standard high school, vocational school, or GED.

One to three years' experience as a Customer Service Representative, involving the giving and receiving of information in a customer service or billing office environment, plus one year of work experience using a typewriter-style keyboard, supplemented by typing or computer coursework, is desirable..

Training in Microsoft Word, Excel, and Power Point is desirable.