

JOB TITLE: CUSTOMER SERVICE REPRESENTATIVE

The Springfield Water and Sewer Commission (SWSC) is seeking a highly motivated and innovative candidate to work as a **Customer Service Representative** at our Bondi's Island facility in Agawam, MA. This position is responsible for assisting water and sewer customers in a professional and courteous manner, while answering customer inquiries about a variety of services provided by the Commission, receiving inquiries and complaints by in person and by telephone, and then initiating appropriate responses and follow-up to ensure that matters have been resolved.

About SWSC: SWSC was established in 1996 as an independently operated and managed regional water and wastewater utility. SWSC employs approximately 250 people in roles ranging from engineering, laboratory, construction, union labor, customer service, and professional services, all of which serve 250,000 retail and wholesale customers in the lower Pioneer Valley through a regional water and wastewater infrastructure system. Governing oversight is provided by a three-member Board of Commissioners, appointed and approved by the Mayor of Springfield and City Council, with an executive director managing day-to-day operations. SWSC is not affiliated with any department of the City of Springfield and maintains its own budget, personnel, assets, policies, and procedures.

Mission Statement: SWSC's mission is to provide an adequate, uninterrupted, high-quality supply of water to our customers, to collect and treat wastewater, and return clean water to the environment. www.waterandsewer.org

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Responds to inquiries from the general public and businesses by telephone, in person, and in writing regarding a wide variety of services and issue.
- 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 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.

EDUCATION AND EXPERIENCE:

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

- High school diploma 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
- Training in Microsoft Word, Excel, and Power Point is desirable.

Qualified candidates should send their resume and cover letter to Stephanie.douglass@waterandsewer.org.

EOE/AA