

**Customer Service Representative
Dedham-Westwood Water District**

<https://www.ziprecruiter.com/c/OneDigital-Northeast/Job/Customer-Service-Representative-at-Dedham-Westwood-Water-District/-in-Dedham,MA?jid=f87f3df11e213460>

The Dedham-Westwood Water District (DWWD) is the Public Water Supplier to the Towns of Dedham and Westwood. The District was formed as a government body in 1985 and is governed by a six-member Board of Water Commissioners, appointed by the Select Boards of the two towns.

The Dedham-Westwood Water District is seeking a Customer Service Representative to join their team in Dedham MA. Reporting directly to the Customer Service Superintendent, the Customer Service Representative will be primarily responsible for efficiently performing customer billing and accounting activities related to the issuance and collection of water service charges for customer accounts.

Administrative Assistant Job Responsibilities

- Handle all calls and correspondence in a timely manner; respond to on-line customer correspondence via the district's website portal
- Create service orders for customer issues
- Assist with integration of financial systems with external banking, credit card applications for online payments, ACH and cash deposits via the district's lockbox
- Create billing routes to be read, receive meter readings from meter reader, upload to UMBS, run and create customer bills, download to third party for printing and mailing
- Work with accounting department to post daily deposits and ensure proper reconciliation
- Run monthly accounts receivable detail aging by customer, review bad debt, collections and resolution of past due accounts
- Work with the Customer Service Superintendent to determine the proper quantity of meters and sizes to purchase
- Train service field technicians on the use of mobile ops, meter management, customer service protocols and debrief each day

Administrative Assistant Qualifications and Skills

- High school diploma required; some college level coursework a plus
- 1-3 years' prior customer service and billing experience
- Proactive team-player with strong communication and interpersonal skills
- Reliable, flexible, resourceful, and efficient
- Detail-oriented with strong organization and problem-solving skills
- Proficient with Microsoft Office Suite including Word, Excel and Outlook
- Must have and retain a valid Massachusetts driver's license so as to operate a company automobile when necessary
- Flexibility to be available for emergency work on an overtime basis when required by work conditions

Disclaimers:

Applicants, as well as position incumbents, who become disabled as defined under the Americans with Disabilities Act must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case-by-case basis.

Dedham-Westwood Water District is committed to the principle of equal employment opportunity. Applicants for employment and employees are reviewed on their individual qualifications for a position. Under no circumstances will Dedham-Westwood Water discriminate against qualified persons on the basis of race, color, religious creed, retaliation, national origin, ancestry, sexual orientation, gender, gender identity/expression, disability, mental illness, genetics, choice of health insurance, marital status, age, veteran status, or any other basis prohibited under applicable law.