

SOUTH ISLAND PUBLIC SERVICE DISTRICT



JOB POSITION: Customer Service

MINIMUM REQUIREMENTS

- Requires a High School Diploma or G.E.D.
- Must possess and maintain a valid SC Class “D” Driver’s License
- Be able to pass pre-employment background, drug and license checks. Along with pre-employment physical including pulmonary check.
- Be able to work during storm or emergency situations, i.e., during a hurricane evacuation.

JOB DESCRIPTION

- Answer telephone inquiries and assists customers at the Main Office counter. Provides billing and other information to residents regarding water/sewer utility charges. Customer questions may include: district services, billing, payment, water quality, water pressure, and other water/sewer related concerns.
- Research customer information and assesses to resolve customer problem or makes referral for additional assistance.
- Keeps records of customer interactions, recording details of inquiries, complaints and comments, as well as action taken
- Opens new accounts, closes, and modifies customer accounts
- Opens, cancels and modifies service orders. Schedules and dispatches service order requests to field technicians and provide customer with detailed information on what to expect.
- During dispatch of service orders, will provide technician with accurate information to assist with the technician’s proper response.
- Using various software including but not limited to: Microsoft office, Tyler Technology Software, Orion and Remit Plus.
- As required, prepares a variety of daily, weekly, monthly, or periodic reports.
- May be required to perform other department data entry/retrieval, filing and record maintenance.
- Other clerical duties as required by the direct supervisor, the Customer Service Manager.

COMPENSATION AND BENEFITS PACKAGE

• Medical, Dental, and Life Insurance • Annual Leave • Sick Leave • 401(k) and 457 Deferred Compensation Plans • SC State Retirement • Paid Holidays • Training/Education Opportunities • Bonus Program

Please fill out Application on our website in full and email to: jobs@sipsd.com