



## **CUSTOMER SERVICE REPRESENTATIVE**

**Maury County Water System is seeking an individual for a full-time position to provide assistance to customers, answer incoming calls, take customer payments, and maintain customer accounts.**

**Duties and Responsibilities:** Answer inbound customer calls, apply payments to customer accounts, maintain drive-thru window, assist new customers with application for service, maintain and balance cash drawer daily, and other duties as assigned.

**Required Skills and Abilities:** Regular and punctual attendance; General knowledge of customer relations; General knowledge of software programs such as Microsoft Office, Outlook, and Excel; Ability to communicate professionally both written and verbal; Ability to maintain and balance a cash drawer; Ability to multi-task and maintain a professional demeanor with customers as well as co-workers; Ability to adhere to all MCWS requirements and policies.

**Education and Qualifications:** HS Diploma or GED Equivalency; Maintain valid Tennessee driver's license; General knowledge of customer relations; General knowledge of maintaining and balancing a cash drawer; General knowledge of computers and computer software.

**Physical Requirements:** Ability to lift up to 20 pounds; Ability to carry/transport objects; Ability to stand, walk, stoop, kneel, and crouch, for extended periods of time; Ability to climb steps; Ability to speak, see, feel, turn and bend.

**Salary based on experience and qualifications.**

**Maury Co. Water System is an equal opportunity provider and employer.**

**Applications are available at: Maury County, System, 765 New Lewisburg Hwy., Columbia, TN 38401**

**Or by email: [dbaxter@mymcws.com](mailto:dbaxter@mymcws.com)**