

Customer Service Agent

About the job

Jonah Water Special Utility District (SUD) is accepting applications for a customer service agent to work in our Hutto office.

Jonah Water SUD provides high-quality water services to over 30,000 district customers in central Williamson County, Texas. Customer Service Agents support customer needs in water, wastewater, sewer and stormwater efforts. During scheduled office hours, Customer Service Agents will collect payments in-person and over the phone at the Hutto office location. Agents will aid the continued growth of the Jonah Water SUD by assisting customers with new account set up, service inquiries, and applications with a focus on continued customer service excellence.

Essential Responsibilities

- Collect payments in-person and over the phone
- Assist with processing new account set up, service inquiries, service applications

Qualifications

- High attention to detail and accuracy of information
- This position does not require prior experience, and on the job training will be provided as necessary
- Bilingual not mandatory, but a plus

Working Conditions

- Full-time hourly paid position; standard 40-hour workweek M-F
- Office environment work involving sitting and standing for long periods of time

Compensation Package

Jonah Water SUD offers a favorable compensation package including competitive wages and longevity pay. Jonah also offers time away from work benefits including 11 paid holidays annually, earned vacation time and sick leave. After a trial period, employees are eligible for medical, dental and life insurance coverage. Retirement benefits entail membership with the Texas County and District Retirement System with participation from both employee and Jonah contributions to the employee's retirement account.

Applications available at JonahWater.com/employment-opportunities

Email applications to Maria Davila at MDavila@jonahwater.com or drop them off at our Hutto location.