

**MIDDLESEX WATER COMPANY
- JOB OPENING –**

ISELIN, NJ

Job title: Customer Service Representative III

Department: Customer Service

Job Summary:

The Customer Service Representative III must interact with all customers in a professional, pleasant, and informative tone. This position must successfully respond, resolve, and process inquiries for general water, private fire protection, and wastewater service customers within established Department performance metrics.

Work Performed:

- Maintain and update customer accounts; issuance of field activities (FAs), input of data for inspection orders, turn-ons and offs, rebillings, high bills, etc.
- Process TO DO's to ensure accurate and timely billing.
- Timely maintenance and update of customer accounts in CC&B.
- Prepare and send customer contact letters.
- Review and audit of post-meter reading route reports such as RPT 29 (exception report) and the unbilled list report.
- Analyze/correct crossed meter conditions
- Handle/bill stuck meter conditions.
- Process final bills.
- Process new service requests.
- On-line entry of transactions.
- Miscellaneous filing.
- Process cancel rebills.
- Monitor/log/process bankruptcy accounts.
- Process and control payments and pay plans.
- Monitor/prepare shut-off FAs and dispatch updated information to field personnel.
- Perform collection activities.
- Other duties and projects as assigned by supervisor.
- Process daily bank deposits, daily cash and control sheet.
- Assist Billing Specialist as back up.

Qualifications:

- High school diploma or equivalent, required.
- Intermediate computer skills, including Excel and Word programs.
- Customer service experience.
- Excellent interpersonal and communication skills.
- Ability to speak and understand Spanish is desirable.

Physical Requirements:

- Use computer and calculator keyboard.
- Use written, verbal and audio communication and information sources.
- Retrieve and file documents.
- Ability to sit for extended periods of time.

You can submit your resume by: e-mail to HRG@middlesexwater.com by fax to 732-638-7667 or by mail to HR Generalist, Middlesex Water Company, 1500 Ronson Road, Iselin, NJ 08830.

Candidates must possess authorization to work in the United States.

Middlesex Water Company and its' subsidiaries are an Equal Opportunity Employer.

Candidates must be able to pass a drug screen, pre-employment physical, background check, and have a valid driver's license.

No phone calls please. We thank all applicants in advance for their interest; however, only those applicants who are being considered for the position, or are currently employed by Middlesex Water Company will be contacted.