



CUSTOMER RELATIONS REPRESENTATIVE – OFFICE

Purpose of Position:

- Receives and takes appropriate action in response to all service requests and billing questions from customers. This position is the first contact with the customer on these matters. Tact and diplomacy must be used at all times to assure a positive company image.
- Has ongoing telephone and personal contact with the customers and logs and documents those contacts. Investigates customer complaints concerning water leakage or low pressure and abnormal consumption of water.
- Must present a neat professional appearance and a positive company image at all times.

Minimum qualifications:

- Florida Driver's License in good standing.
- Demonstrated successful experience as an administrative and customer service employee.
- Good working knowledge of Microsoft Office Solutions.
- Knowledge of utility billing software or billing software experience preferred.
- High School graduate or equivalent.
- Any equivalent combination of education, experience and training may be considered.

Salary range (PG 52): \$32,593.60 to \$54,100.80 annually.

Closing date: February 12, 2019

Excellent benefits to include employer paid health, dental, life, short & long term disability and retirement.

Please submit your application to:

Seacoast Utility Authority
Human Resources Department
4200 Hood Rd
Palm Beach Gardens, FL 33410
E-Mail: dsanchez@sua.com
Phone: 561-656-2258