



## CUSTOMER RELATIONS REPRESENTATIVE

Seacoast has an immediate opening for a Customer Relations Representative.

This position receives and takes appropriate action in response to all service requests and billing questions from customers. Tasks include assisting customers, receiving payments, generating bills, maintaining accounts, assisting with collections, processing related documentation and performs special projects as assigned.

Responsibilities and tasks outlined in this document are not exhaustive and may change as determined by the needs of the Authority.

- Performs customer service functions; answers telephone calls and assists customers in lobby; provides assistance and information related to utility services, accounts, bills, procedures, forms, problems or other issues; responds to routine questions, complaints, or requests for service; researches problems and initiates problem resolution.
- Sets up customer accounts in regard to any changes or requests for initiation of new or existing services or transfer of service.
- Serves as cashier to receive payments from customers for utility bills, records transactions on cash register, verifies payment information with software, and issues receipts.
- Processes customer requests for service. Serves as backup to Collections Representative, Switchboard Operator and Field Technician.
- Handles complaints and billing questions from customers. Assists customer with AquaHawk remote read for leaks and discrepancies.
- Establishes adjustments on customer accounts and submits to manager for approval.
- Operates a computer to enter, retrieve or modify data; verifies accuracy of entered data and makes corrections; utilizes word processing, spreadsheet, database, utility account management, e-mail, Internet, or other computer programs. Ability to multi-task using different electronic systems to accomplish required tasks.
- Communicates with supervisor, employees, other departments, customers, the public and other individuals as needed to coordinate work activities, review status of work, exchange information or resolve problems.
- Responds to customer requests in a timely fashion; documents, files and investigates service orders as needed.
- Replies to customer online chat, written inquiries, composes form letters, responds to customer emails.
- Dispatches emergency messages and information to field crews via radio/email and logs dispatch information.
- Read and remain familiar with SUA Service Codes, Policies/Procedures and rates.
- Must utilize safety equipment provided by the Authority, follow all safety rules and notify supervisor of unsafe equipment, missing safety equipment or unsafe working conditions. Must be safety conscious at all times and use good judgment in performing job tasks.
- Assists in processing mail-in payments.
- Conducts cross-training in all areas of customer service, including service, cashier, billing and collections.
- Performs other job related duties as assigned.

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 and various computer softwares.
- High School graduate or equivalent.
- Any equivalent combination of education, experience and training may be considered.

**Hourly range (PG 52):** \$16.98 to \$27.60

**Outside Hire Starting Pay Range:** \$16.98 to \$22.29 hourly depending on qualifications

**Closing date:** Open until filled

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

To obtain a job application, please visit the Seacoast Utility Authority website at:

<http://www.sua.com/hr-careers/career-opportunities>

Please submit your application to:

Seacoast Utility Authority  
Human Resources Department  
4200 Hood Rd  
Palm Beach Gardens, FL 33410  
E-Mail: [HR@sua.com](mailto:HR@sua.com)  
Phone: 561-656-2258