

CUSTOMER RELATIONS REPRESENTATIVE

Reports To: Customer/Community Relations Supervisor

Supervises Directly: N/A

Pay Grade: 52

FLSA Status: Non-Exempt

Salary Range: \$21.49 to \$34.94 hourly, depending on qualifications and experience

Closing Date: 10/25/2026



Position Summary

Receives and takes appropriate action on service requests and billing questions from customers. First point of contact for utility account assistance, payment processing, billing, collections, and service inquiries. Investigates customer complaints regarding water leaks, low pressure, and abnormal consumption. Establishes new service accounts and maintains current customer information. Must maintain a neat, professional appearance and use tact and diplomacy at all times to ensure a positive company image.

Essential Duties and Responsibilities

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Customer Service & Account Management

- Perform customer service functions; answer telephone calls and assist customers in lobby; provide information related to utility services, accounts, bills, procedures, and complaints.
- Set up and maintain customer accounts for new, existing, or transferred services.
- Respond to customer inquiries, emails, written requests, and general correspondence in a timely manner.
- Assist customers with remote read for leaks and billing discrepancies.
- Establish account adjustments and submit to manager for approval.

Payment Processing & Cashiering

- Serve as cashier to receive and record customer payments; verify transactions in software and issue receipts.
- Assist in processing mail-in payments.

Communications & Dispatch

- Greet customers in the lobby, direct phone calls on the switchboard, and schedule conference room meetings.
- Dispatch emergency messages and information to field crews via radio, email, or dispatch log.
- Communicate with supervisor, employees, other departments, customers, and the public to coordinate work and resolve issues.

Operations & Safety

- Operate computer systems to enter, retrieve, or modify data using word processing, spreadsheet, database, utility account management, and email software.
- Document, file, and investigate service orders as needed.
- Read and remain familiar with SUA Service Codes, Policies/Procedures, and rates.
- Serve as backup to Collections Representative, Switchboard Operator, Field Technician, and Receptionist.
- Conduct cross-training in all areas of customer service including service, cashier, billing, and collections.
- Utilize all safety equipment provided; follow all safety rules; notify supervisor of unsafe conditions at all times.

Knowledge, Skills, and Abilities

- Excellent verbal and written communication skills; good telephone voice and diction.

- Ability to communicate with tact and composure when dealing with the public, including irate customers.
- Accurate data entry skills; proficiency with PC, calculator, two-way radio, cash register, and FAX.
- Knowledge of utility billing systems, meter types and sizes, and service area.
- Ability to multi-task across multiple electronic systems.
- Good knowledge of basic office procedures and Microsoft Office.
- Ability to establish and maintain effective working relationships with employees and the public.

Physical and Work Requirements

- Works primarily indoors (approximately 75% or more of the time inside); protected from weather conditions.
- Frequent walking, standing, bending, stooping, and climbing; lifting up to 25 lbs.
- Requires seeing, hearing, talking, reaching, handling, fingering, feeling.
- Must be able to enter, exit, and re-enter Authority vehicles.

Core Competencies

- Mathematical ability sufficient to add, subtract, multiply, and divide; read numbers, count, measure, and calculate utility rate schedules.
- Developed language/literacy skills: read, speak, and comprehend English; write memos, summaries, letters, and reports using proper format, punctuation, and grammar.
- Effective oral communication: speak clearly with poise, voice control, and confidence.

Minimum Qualifications

- Valid Florida Driver's License in good standing.
- High school diploma or equivalent.
- Demonstrated experience in administrative and customer service roles.
- Good working knowledge of Microsoft Office and various computer software.
- Any equivalent combination of education, experience, and training may be considered.

Additional Qualifying Factors

As a condition of employment, must pass a pre-employment drug screening, physical, and have acceptable reference and background check results.

Seacoast Utility Authority is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Authority will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.