



Customer Service Representative – Front Desk

“Sustaining our community by providing safe, reliable water.”

East Cherry Creek Valley Water and Sanitation District (ECCV) is looking for a full-time Customer Service Representative to join its dedicated team of professionals. Target hiring pay range \$17.00/hr-19.00/hr DOE/DOQ

We are looking for a new team member who will create a warm and welcoming experience for our customers and guests as well as contribute to the smooth operation of our office.

As our Customer Relations Specialist, you will be responsible for:

- Cheerfully greeting each visitor so they feel welcomed and assisting them with their needs.
- Responding in a friendly, polite, helpful and timely manner to inquiries and issues brought to you by internal or external customers, whether in person, over the phone or email.
- Answering the phone and routing calls.
- Serving as the primary contact for builders within the District and educating them on policies and procedures as well as holding them accountable for following District policies.
- Processing a variety of payment types, invoices, final bills, liens, tap applications, meter requests, reports and other necessary documents as requested.
- Researching customer information utilizing billing software and recording & documenting customer interactions.
- Performing a wide range of office support activities such as greeting visitors, filing, sequencing of builder plats, creating account locations, maintaining all front desk needs, ensuring clean & organized lobby, conference rooms and restrooms, answering phone calls, coordinating calendars, meetings and schedules.

We are looking for someone with:

- The skills to build rapport and create a great first impression, exercising active listening while using sensitivity, patience and empathy during all visitor interactions.
- The ability to effectively handle challenging situations with composure, maturity, tact and diplomacy as well as problem solve, be resourceful, multi-task, use good judgment and act independently with confidence.
- Consistent reliability, outstanding organizational skills, attention to detail, strong verbal and non-verbal communication skills as well as having great time management skills to complete tasks and meet deadlines.
- Knowledge of basic office practices, procedures and equipment.
- Experience with Microsoft Office Suite.
- The ability to learn other computer software and applications as needed.

Requirements:

- High School Diploma or GED.
- At least 2 years of customer service experience including face-to-face customer interactions and maintaining multiple schedules.

Target hiring pay range \$17.00/hr-19.00/hr DOE/DOQ.

ECCV offers an excellent working environment as well as benefits including: Medical, Dental, Vision, Life, Short Term and Long Term Disability, Pension, Health Reserve Account, Holidays and Time Off. We also offer Educational Assistance, Flexible Spending Accounts, and a Deferred Compensation Plan. Compensation is based on experience and certifications. ECCV is an equal opportunity employer. Position open until filled.

Qualified applicants must submit an ECCV Employment Application, applications may be obtained at <http://www.eccv.org/careers> and may be submitted online or to 6201 S Gun Club Rd. Aurora, CO 80016