

Position: Customer Service Supervisor

Posting Close Date: Review of applications will continue until the position is filled.

Pay Range: \$83,533.81 - \$119,334.01

Please note: Actual starting pay will be determined at the time of offer based on the experience, education and training of the successful candidate.

Customer Service Representative Description

Austin Utilities is seeking a talented and self-driven individual to manage our Customer Service team. Under the general supervision of the General Manager, this position is responsible for the overall direction and supervision of the customer service staff which includes resolving customer and employee issues, scheduling and assigning work, performance management, process development and resource allocation.

You and your team are the first point of contact for customers, providing support related to our services, including customer billing inquiries and payments. This includes establishing and maintaining professional and positive relationships with our customers on behalf of Austin Utilities, as well as ensuring personal and professional integrity at all times, consistent with our mission and values.

Why should you apply?

Austin Utilities has been recognized as one of the “Best Places to Work” in Southeast Minnesota. We put your safety first, and have been the recipient of several safety awards. As an integral member of our customer service team, this position provides an opportunity for personal and career development to advance your professional career as you demonstrate your expertise within our organization. You will have the opportunity to work with a very dedicated team of professionals who are passionate in their service to our community. And, we offer a work environment where work-life balance is realized.

What will it take to be successful?

- Associates degree or equivalent training at a technical or vocational school plus related on the job experience;
- Five (5) years of customer service experience;
- Three (3) years of supervisory experience;
- Excellent customer service skills, including cash-drawer related experience;
- Professional appearance;
- Proficiency in English language;

What a career at Austin Utilities can offer you...

As a community-owned enterprise for over 100 years, we offer the stability of providing a required service and commodity for our community. We are a diverse team of professionals who take pride in delivering exceptional service to our community through new and innovative technologies. We understand employees have competing priorities. That is why we have created an environment that embraces teamwork and flexibility. Join a diverse team of high performers who take pride in delivering exceptional service to our community and tap into the power of your potential!

How to apply: Please complete the Customer Service Supervisor application packet (application and supplemental questionnaire) and forward your application package and resume to:

E-mail: danu@austinutilities.com or **mail to:** Austin Utilities, ATTN: Human Resources, 1908 14th Street NE, Austin MN 55912. We are an EEO employer.