

**Position: Customer Service Representative (part-time)**

**Posting Close Date:** Until filled

**Pay Range:** \$26.66 - \$38.09 per hour

**Please note:** Actual starting pay will be determined at the time of offer based on the experience, education and training of the successful candidate. Position is part-time (24 hours/week).

**Customer Service Representative Description**

Austin Utilities is seeking a talented and self-driven individual to join our Customer Service team. You are the first point of contact for customers, providing support related to our services, including customer billing inquiries and payments. You are responsible for establishing and maintaining professional and positive relationships with our customers on behalf of Austin Utilities, ensuring personal and professional integrity at all times, consistent with our mission and values.

**Key responsibilities include but are not limited to:**

- Contact for customers, providing customer support related to utilities' services, including customer billing inquiries and payments.
- Receives, processes and completes customer requests for service activity, including applications, move orders and other service requests. Prepares, processes and monitors daily service orders and dispatches accordingly.

**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 about their service to our community. Finally, we offer a work environment where work-life balance is realized.

**What will it take to be successful?**

- Graduation from high school or GED equivalent.
- Excellent customer service skills, including two years' experience in a customer service role, including cash-drawer related experience.
- Professional appearance.
- Proficiency in English language.
- Must be willing to submit to random drug tests.

**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 Application Packet (application and supplemental questionnaire) and forward your application package and resume to:

**E-mail:** [danu@austinutilities.com](mailto:danu@austinutilities.com) or **mail to:** Austin Utilities, ATTN: Human Resources, 1908 14<sup>th</sup> Street NE, Austin MN 55912. We are an EEO employer.