

Customer Service Representative:

The Atlantic City Municipal Utilities Authority is seeking a candidate to fill the position, Customer Service Representative. This position will report to the Assistant Manager of Accounts Receivable and is generally a Monday thru Friday, 8:00 am to 4:30 pm position.

Applicants who wish to be considered for appointment shall submit their resume and cover letter to personnel.office@acmua.org no later than June 28th, 2021.

Responsibilities:

- Receives and resolves inquires and complaints by customers concerning high or incorrect billings, service charges and connections, change of name and address, service installation, meter repairs, sidewalk and street restoration, and other problems that arise.
- Prepares information and forms regarding the request and billings for a special, final reading of the water meter.
- Answers inquiries and gives information concerning water meter readings by making computations of water use.
- Answers questions, explain procedures, provides instructions , and resolves problems concerning the completion of applications and other forms.
- Collects payments for services, penalties, and interest charges and arranges payment plans.
- Attempts to collect delinquent water customers' balances.
- Review meter books, work orders, meter reports, and accounting records to identify errors that resulted in excessive bills.
- Orders test to detect meter malfunctions
- Prepares forms required for correction to meter readings or billing errors.
- Establishes and maintains records and files.
- Performs other duties/projects as assigned

Qualifications:

- Minimum of two years of customer service experience
- Bachelor's Degree in Business is preferred.
- Excellent written and verbal communication skills
- Strong analytical and technical skills
- Proficiency in Microsoft Offices.
- Familiarity with Edmunds Software a plus
- Familiarity with Aclare One (water meter software) a plus
- Positive and Professional Demeanor
- Team Player

The Authority is a drug free Agency, Equal Opportunity Employer and a member of the New Jersey Public Employee Retirement system. Also excellent benefits are offered.