

- New Mexico Water Service

Job Description:

Summary:

The Customer Service Representative/Water Operator (CSR/WO) performs proficient, high-quality routine tasks and duties to assist in the retention and recruitment of existing and/or new customers and provides assistance to the Water Operator as required. This position reports to the Customer Service Manager. The position is located in Elephant Butte, NM.

ESSENTIAL FUNCTIONS:

- Performs a variety of routine to difficult clerical work, including filing, billing and collections, processing payments, scheduling appointments, and compiling reports
- Opens and closes customer accounts and processes orders for new service
- Assists customers in person and by phone, addressing questions regarding billing, payments, conservation and water quality
- Processes returned mail and verifies correct address
- Processes refunds for closed accounts
- Processes write-offs and adjustments to customer accounts
- Data entry
- Processes door hangers and disconnects
- Reviews sample bills for accuracy before being issued
- Reviews audit and zero consumption reports
- Creates, dispatches, and processes Field Orders
- Operates standard office equipment, including word processing equipment; may perform duties on computer spreadsheet programs
- Balances cash drawer, deposits and sends/delivers deposits to a bank
- Sorts and distributes mail
- Reads all customer meters monthly
- Operates and maintains water systems including wells, pumps, booster pumps, water mains, service lines, meters and meter cans, valve boxes, chlorination and treatment equipment, fire hydrants and valves
- Monitors the operation of water systems in accordance with state, federal, and other regulatory requirements, and Company practices and procedures

- Monitors gauges, dials, meters, control panels, and other recording instruments; interprets results to determine processing requirements; records data and maintains routine and daily records and shift logs
- Collects water samples
- Performs daily, weekly, and monthly maintenance on all equipment
- Assists in the installation, repair, and replacement of water mains and service lines
- Installs and replaces water meters
- Locates and marks underground facilities
- Cleans, maintains, and logs daily water production at well sites
- Repairs and/or replaces damaged meters, digs and trims around and in meter boxes, clearing of any vegetation or foliage, reports leaks or unsafe conditions and other hazards associated with meters and water pipes or pump houses
- Collects monies and gives customers receipts in the field
- As instructed, disconnects services for non-payment and reconnects services in connection with collection procedures and conducts re-reads; prepares door hangers for notifications of disconnect or other work; completes other Field Orders
- Provides assistance to water operators as needed, such as notification during shutdowns, providing parts from the warehouse, and delivering bottled water to customers in an emergency
- Performs general plant and grounds maintenance work
- Participates in the on-call rotation as required
- Participates in and supports the Company's Continuous Improvement program
- Performs work safely by adhering to New Mexico Water Service (NMWS) Safety programs and policies as well as reporting hazards and unsafe conditions.
- Performs other duties as assigned in order to fulfill business operational needs and Company objectives
- Attends meetings and training as directed by New Mexico Water Service

MINIMUM QUALIFICATIONS

- High school diploma or possession of a GED
- One year of office/business and customer service experience
- Excellent customer service skills
- Fast and accurate data entry skills

- Proficient with Microsoft Office Application
- One year experience in a water facility desired
- Must reside within 60 minutes of the NMWS office or assigned service area
- Must obtain NM Water Supply Level 1 certification no later than the first available testing opportunity following the first anniversary of the hire date
- Must obtain NM Water Supply Level 2 certification no later than the first available testing opportunity following the second anniversary of the hire date
- Valid New Mexico Driver License
- Must be available for call-outs evening, weekends and holidays and rotating on-call duty

Required Knowledge, Skills, and Abilities:

- Knowledge of English usage, spelling, grammar, and punctuation
- Knowledge of office methods and equipment, including filing systems
- Knowledge of principles and practices of excellent customer service
- Knowledge of basic accounting principles and practices
- Ability to operate a personal computer and other office equipment
- Ability to manage multiple tasks accurately and with professionalism
- Ability to take initiative to address and resolve problems
- Ability to work as a team member and to establish and maintain effective working relationships
- Ability to perform procedures in an organized and accurate manner
- Ability to understand and carry out verbal and written instructions
- Ability to communicate clearly and concisely, both verbally and in writing
- Ability to use logical and creative thought processes to develop solutions according to written specifications and/or verbal instructions
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed while under the pressure of time sensitive deadlines
- Ability to read street maps and several types of meters, complete forms and logs, and do arithmetic computations quickly and accurately
- Ability to work independently and maintain attention to detail
- Ability to use a handheld computer and integrity in collecting monies
- Knowledge of pumps, meters, main and service repairs

- Knowledge of small water system principles and SCADA systems
- Knowledge of the operation and routine maintenance of mechanical equipment, including pumps and electric motors
- Knowledge of basic water utility construction and maintenance practices and operation of tools used in water systems operation and repair
- Knowledge of safety regulations, protocols, principles, practices, and procedures for water systems and work site safety
- Ability to read and interpret distribution system maps, gauges, and recording devices and keep adequate records
- Ability to collect water samples, and knowledge of disinfection

Salary Range: \$32,200 - \$54,700

Deadline to submit resume is Friday, April 16, 2021.

The Equal Opportunity Policy of the Company is based upon the philosophy that all people should be treated fairly and with dignity. California Water Service, Hawaii Water Service, New Mexico Water Service and Washington Water Service do not discriminate against any applicant or employee because of race, color, religion, sex, national origin, or any other protected class. The Company makes all employment decisions in a non-discriminatory manner. EOE, VET, DISABILITIES.

For more information, please contact:

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