

Please Apply for open positions at:

Snelling Staffing Katy

(Previously Link Staffing Katy)

814 East Ave a1

Katy, TX 77493

(281) 347-5465

Or pick up an application at:

Brookshire Municipal Water District

4004 6th Street

Brookshire, TX 77423

(281) 375-5010

Job Description
Customer Service Representative

A Customer Service Representative's ("CSR") primary role is interfacing with the District's customers. A CSR's overall responsibilities include, but are not limited to: a) assisting customers with inquiries and requests related to water and wastewater service and billing of such services; b) assisting with resolution of customer complaints; and c) assisting in the retention of District records.

CSRs receives work direction from the General Manager or Assistant Manager. Duties include, but are not limited to, the following:

1. Resolves problem or customers, answering telephones, meets directly with customers; responds to customer requests for information about the District and its services; provides customer assistance with account balances; researches and responds to account problems; accepts deposits and payments.
2. Balances cash drawers daily, retrieves utility payments from drop boxes (inside and outside); runs credit checks on processed applications through a credit service; gives extensions on water accounts (within established guidelines); assists in establishing payment arrangements and follows up on delinquent accounts.
3. Supports the daily clerical functions of billing and collection operations, enters and updates billing information on the computer; assists with utility connections, disconnection, transfers; sets up new water accounts; continuously balances posting and matching bills to money paid to ensure the accuracy of the daily reports.
4. Processes utility billing information. Sorts and opens utility payments, distributes and processes after verification of signatures and amounts.
5. Maintains data files, enters and edits customer data from service applications, work tickets, garbage service forms on the computer for processing records.
6. Enters payments, insufficient funds charges, water and wastewater taps, line extensions, and miscellaneous charges; sets up new services; reconciles transactions.
7. Verifies customer stubs and receipt totals, balances posting and matching bills to monies received to ensure accuracy of daily reports, indicates corrections as necessary, backs up cash receipts program; gives extensions on water accounts within established guidelines; assists in the establishing of payment arrangements and follows-up on delinquent collections; inputs work orders/comments in computer system; maintains adequate amounts of currency on-hand for cashiers; provides customer service in relation to answering telephone inquiries and responding to questions and requests from the general public and co-employees concerning financial and billing activities and records.

8. Processes requests for garbage service; provides radio support, responds to field personnel and reports all aspects of problems in field, (i.e. monitoring confined space log, street closures, paging on computerized communication system, two-way radio paging system, and notifies emergency contacts.

OFFICE EQUIPMENT:

Must be proficient with: typewriters, PC computers, 10-key calculators (by touch), printers, copiers, fax machines, telephones, two-way radios, electronic paging systems, cell phones, laminating machines, binding machines, labelers, electric letter openers, postage machines, and CSC credit service software.

PHYSICAL ABILITIES:

Sitting (primary work position), standing, walking, hand coordination, vision, hearing, listening, verbal and written communication skills, reading and comprehension skills, lifting, carrying, reaching, bending, balancing/climbing ladders (for retrieval of information).

WORKING ENVIRONMENT:

Climate controlled/indoor office conditions.

REQUIREMENTS:

High School Graduate or GED Certificate. Minimum of three (3) years' experience in money management (handling funds and balancing accounts). Typing skills required (prefer 40 wpm). Must have data entry and computer skills and good communication and interpersonal skills. Basic knowledge of math and calculating machines and 10-key by touch. Reading comprehension and writing skills essential. Must be organized and able to handle multiple tasks simultaneously. Must be able to meet deadlines and possess proficiency in word processing, utility billing applications, and computer literacy. Must possess the ability to deal effectively and courteously with customer complaints and concerns utilizing problem analysis and problem-solving skills. Must be able to utilize good judgment, demonstrate ethical behavior, and possess ability to function as an integral part of the organizational structure. Must pass a pre-employment drug testing. Must possess valid Texas Driver's License or Identification Card and is required to abide by all policies and procedures covered within the District's Employee Personnel Manual.

Job Description
Field Technician/Water and Wastewater Operator

Field Technicians/Water and Wastewater Operators ("Operators") report to the General Manager or Field Manager and are required to perform service orders issued by the District's Office, which include but are not limited to orders: a) requesting connection and disconnection of water service; b) notifying customers of highwater usage, connection and/or disconnection of such service; c) requiring response to customer questions/complaints

Additionally, Field Technicians and Operators may be responsible for the maintenance and repair of certain District facilities, including but not limited to: a) the maintenance and improvement of District-owned sites; b) the District's water and wastewater systems; and c) repair of streets within the District after repair of such facilities and systems, all of which are subject to the supervision of the appropriate license holder in the event such technician does not hold the appropriate license himself/herself. Such responsibilities include, but are not limited to:

1. Maintaining, repairing, installing and replacing water meters, water and wastewater lines;
2. Locating and marking water meters, water lines, flushing valves and wastewater lines;
3. Detecting leaks and illegal/unauthorized connections.
4. Inspecting grease traps.
5. Operating heavy machinery such as track hoes and backhoes.
6. Perform routine maintenance on District-owned equipment and vehicles.

Field Technicians/Operators may also be required to perform certain administrative support functions, including but not limited to the preparation of reports related to monthly operational activity, posting requisite public notices within the District, obtaining supplies necessary for day-to-day operation of the District and ensuring the safe and clean condition of the Field Office on Cooper Road.

EQUIPMENT

Operates and maintains handheld meter reading systems, two-way radios, pagers, cell phones, landscaping equipment, certain heavy machinery necessary to perform maintenance and repair of the water and wastewaters systems and assigned company vehicles.

PHYSICAL ABILITIES

Standing, walking, hand coordination, vision, hearing, listening, verbal and written communication skills, reading and comprehension skills, lifting, carrying, reaching, and bending.

WORKING ENVIRONMENT

Indoor/outdoor; all weather conditions.

REQUIREMENTS

High School Graduate or GED Certificate. Must have good communication and interpersonal skills. Basic knowledge of math and metering devices. Reading comprehension and writing skills essential. Must be organized and able to handle multiple tasks simultaneously. Must be able to meet deadlines. Must possess the ability to deal effectively and courteously with customer complaints and concerns utilizing problem analysis and problem-solving skills. Must be able to utilize good judgment, demonstrate ethical behavior, and possess ability to function as an integral part of the organizational structure. May be required to be on-call for twenty-four (24) hour shifts for emergencies and to be responsible for supervising the water and wastewater systems on weekends. May be required to obtain a Class C or higher Water and Wastewater License. Must pass a pre-employment drug testing. Must possess and maintain valid Texas Driver's License. Must abide by all policies and procedures covered within the District's Personnel Manual.

Job Description
Meter Reader

Meter Readers report to the General Manager or Field Manager and are required to perform service orders issued by the District's Office, which include but are not limited to orders accurately reading and recording water usage date from water meters; b) detecting and reporting water leaks; and 3) identifying water meter damage and defects. requesting connection and disconnection of water service; b) notifying customers of highwater usage, connection and/or disconnection of such service; c) requiring response to customer questions/complaints

Meter Readers may also be required to perform certain administrative support functions, including but not limited to the preparation of reports related to monthly operational activity, posting requisite public notices within the District, obtaining supplies necessary for day-to-day operation of the District and ensuring the safe and clean condition of the Field Office on Cooper Road.

EQUIPMENT

Operates and maintains handheld meter reading systems, two-way radios, pagers, cell phones and assigned company vehicles.

PHYSICAL ABILITIES

Standing, walking, hand coordination, vision, hearing, listening, verbal and written communication skills, reading and comprehension skills, lifting, carrying, reaching, and bending.

WORKING ENVIRONMENT

Indoor/outdoor; all weather conditions.

REQUIREMENTS

High School Graduate or GED Certificate. Must have good communication and interpersonal skills. Basic knowledge of math and metering devices. Reading comprehension and writing skills essential. Must be organized and able to handle multiple tasks simultaneously. Must be able to meet deadlines. Must possess the ability to deal effectively and courteously with customer complaints and concerns utilizing problem analysis and problem-solving skills. Must be able to utilize good judgment, demonstrate ethical behavior, and possess ability to function as an integral part of the organizational structure. Must pass a pre-employment drug testing. Must possess and maintain valid Texas Driver's License. Must abide by all policies and procedures covered within the District's Personnel Manual.