



ARIZONA WATER COMPANY

Customer Service Representative

Arizona Water Company, an investor-owned utility in Verde Valley Division is currently seeking an individual to work as a Customer Service Representative in the Sedona Office.

The Customer Service Representative under the direct supervision of the Division Manager, performs professional customer service work involving utility payments and account maintenance.

Responsible for a variety of tasks and duties, which may include, but would not be limited to, the following:

- Accepts and accounts for payments and guarantee deposits from customers
- Prepares bank deposits and related reports; handles petty cash fund
- Prepares service orders for Data Processing, answers telephone
- Responds to customer inquiries; explains service, rates, credit, and billings to customers
- Types letters, forms, records, and reports
- Maintains Division files and records
- Operates computer terminal, operates office radio system in accordance with applicable rules, regulations, and procedures
- Reconciles monthly banking reimbursement requests
- Performs other duties assigned by Division Manager.

Skills, knowledge, and physical requirements include, but are not limited to the following:

- General office experience is desirable but not mandatory.
- Must be able to operate computer terminal and handle money transactions accurately.
- Be a competent typist and have legible handwriting.
- Qualified to meet the public in a satisfactory manner.
- Computer terminal; personal computer; typewriter; calculator.
- Must be able to perform routine office assignments.

Required education, training, and experience:

- Must be a high school graduate with supplemental business school studies desirable.
- Must have a valid Arizona driver's license with an acceptable driving record.

The company offers a competitive wage and benefits package, including company-paid medical, dental, life and LTD insurances, as well as holidays, vacations, sick leave, and 401(k) plan.

Send detailed resume and application to: awc-hr@azwater.com