

# Customer Service Representative

**Work Type:** Temporary (Contract), Full Time

**Work Location:** 630 S. Beretania Street (Downtown, Honolulu)

**Job Description:** The primary duties and responsibilities of this position are to service water customers and the general public through face-to-face and telephone contacts by performing appropriate account actions, providing information, and resolving problems. Work includes processing applications and requests to establish, discontinue and transfer services, etc.; resolving billing, collections, credit and other related account issues; and determining if service calls are necessary and create work orders as appropriate. The position additionally requires the ability to maintain good relations with all types of individuals; maintain composure while dealing with antagonistic and irate customers; interprets and answers a variety of questions dealing with the Board of Water Supply, its organization, operations, policies, rates, rules and regulations; and to consistently and accurately maintain customer service and customer account records.

**Minimum Qualification Requirements:** High school graduate or equivalent, and two years of clerical experience, including one year of public contact work which required providing information, answering questions and inquiries, and explaining policies, rules and regulations in person or by telephone. Must be able to type 40 WPM, and have computer skills.

**Salary:** \$2,835 per month

**To Apply:** Submit a resume with detailed public contact work experience, computer skills and typing speed to [bwshr@hbws.org](mailto:bwshr@hbws.org).

At time of application, you must be a citizen, national or permanent resident alien of the United States or a non-citizen eligible under Federal law for unrestricted employment.

The City and County of Honolulu is an Equal Opportunity Employer