Urbandale Water Utility
Job Description

Job Title: Customer Service Representative **Department:** Water

Supervisor: Customer Service Supervisor **Date:** November 4th, 2026

Type: Full Time
Annual Pay $60,327 - $82,563

Summary Description:
Reports to and performs duties as assigned by the Customer Service Supervisor. Assists customers by phone, email, in person, and written correspondence. Has direct contact with customers to resolve customer complaints, generates service orders, and answers questions concerning bills and other utility-related business. Processes mail and posts payments to customer accounts.

Routine Job Duties/Responsibilities:

- Answer telephone and assist customers at the front counter
- Address customer questions and concerns
- Generate service orders
- Open mail & process return mail items
- Post payments to customer accounts
- Count and provide exact change to customers
- Prepare daily bank deposits
- Maintain and track payment arrangements and owner lists
- Communicate with customers by written correspondence

Periodic Job Duties/Responsibilities:

- Generate utility billings and rebills
- Reconcile bank statements
- Write checks
- File and scan documents
- Perform additional duties as required to maintain effective and efficient operations of the Utility

Typical Qualifications

- Must be able to pass a pre-employment offer: professional reference checks, drug screen, motor vehicle report, and background check

Education/Experience:

- High School Diploma or equivalent required
- Customer Service experience preferred
- Accounting experience preferred

Skills:

- Strong communication (written and verbal) and interpersonal skills to interact with co-workers, supervisors, the general public, etc., to sufficiently exchange or convey information
- Ability to prioritize and complete scheduled daily work
- Ability to record and maintain accurate records
- Ability to multitask and take initiative
- Accurate mathematical skills
- Friendly, patient and attentive to customers' needs and ability to respond to different character types

Knowledge:

- Basic accounting
- Basic computer operations
- Operate calculator, copier and other office equipment
- Proficiency with PC's and computer software and applications, including Microsoft Outlook, Word, Excel, Power Point and Adobe Acrobat.

Working Conditions:

- Generally, work is performed at desk
- Frequently goes to counter to help customers
- Maintain regular attendance and punctuality
- Ability to handle and lift up to 20 lbs.
- Must have the physical ability to perform all duties
- Maintain a safe working environment
- Utilize appropriate PPE when necessary

Note: This job description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as may be required. The employer has the right to revise this job description at any time. The job description is not to be construed as a contract for employment.