Job Title: Customer Service Representative
Location: West Greenwich, RI
Company: Kent County Water Authority

Position Overview

Kent County Water is seeking a reliable and detail-oriented Customer Service Representative to support our customers and operations. This position plays a critical role in delivering high-quality service to the public, handling inquiries, and ensuring accurate account management in a fast-paced utility environment.

Key Responsibilities

- Respond to customer inquiries via phone, email, and in person regarding billing, service requests, and general account information
- Process payments, account adjustments, and service orders accurately and efficiently
- Assist customers with starting, stopping, or transferring water service
- Handle customer concerns and resolve issues in a professional and timely manner
- Maintain accurate records and update customer account information in the billing system
- Coordinate with field staff regarding service calls, shutoffs, and emergencies
- Provide clear communication regarding policies, procedures, and service requirements
- Perform general administrative and clerical duties as needed

Qualifications

- High school diploma or equivalent required
- Prior customer service experience (utility or municipal experience preferred)
- Strong communication and interpersonal skills
- Ability to handle difficult conversations with professionalism and composure
- Proficiency in Microsoft Office and general computer systems
- Strong attention to detail and organizational skills

- Ability to multitask and prioritize in a fast-paced environment

Preferred Qualifications

- Experience with utility billing systems
- Cash handling and payment processing experience
- Knowledge of municipal or public utility operations

Work Environment

- Office setting with frequent interaction with the public
- Occasional high call volume and time-sensitive customer requests

Compensation & Benefits

- Competitive salary based on experience
- Health, dental, and retirement benefits
- Paid time off and holidays
- Opportunities for training and professional development

How to Apply

Interested candidates should submit a resume and cover letter through Indeed. Also, please complete and include a job application located on the KCWA website (www.kentcountywater.org)

Kent County Water Authority is an equal opportunity employer and is committed to providing a workplace free from discrimination and harassment.
