

Job Opening

Customer Service Representative

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Willmar Municipal Utilities is currently hiring a Customer Service Representative to join their team. The role is pivotal in ensuring high-quality customer service for utility customers and associated agencies, both in person and via phone. The responsibilities include answering phone, counter payment collections, addressing customer inquiries, setting up new customer accounts, comprehending utility billing processes, handling disconnections for unpaid accounts, and setting up budget plans, working with energy assistance organizations. The ideal candidate may have post-secondary education Associate's Degree, accounting/business/secretarial though this is preferred and not mandatory. Proficiency in Microsoft Office Suite and skills in accounting, typing, and office procedures are essential. While experience in utility services would be advantageous, it is not a strict requirement. Above all, strong computer literacy and excellent verbal and written communication skills are crucial for this position. Hourly Wage \$27.66. Interested applicants should submit their completed application and resume to the Director of Administration at WMU, either by mail to PO Box 937, Willmar, MN 56201 or email to humanresources@wmu.willmar.mn.us.

For applications, visit <https://www.wmu.willmar.mn.us> or email humanresources@wmu.willmar.mn.us. Application deadline is 4:00 p.m. July 18, 2024.

WMU is an Equal Opportunity Employer.