



LAKEWOOD TOWNSHIP
MUNICIPAL UTILITIES AUTHORITY

Seeking qualified individual for the position of **Customer Service Representative/ Accounts Payable Clerk**.

In order to be considered for the position **a completed Application for Employment and resume must be submitted** via email to careers@lakewoodmua.com.

Starting salary is \$35-\$40K per annum. Excellent benefits.

Please call Robyn Gray, Office Administrator, at (732) 363-4422 Ext. 120 with any questions.

POSITION APPLIED FOR: Customer Service Representative / Account Payable Clerk

Job functions:

- Maintain customer accounts by recording account information
- Resolve service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution
- Manage large amounts of incoming calls
- Keep records of customer interactions, process customer accounts and file documents
- Follow communication procedures, guidelines and policies
- Go the extra mile to engage customers
- Resolve customer complaints via phone, email, or mail
- Greet customers warmly and ascertain problem or reason for calling
- Advise on company information
- Take payment information and other pertinent information such as addresses and phone numbers
- Work with customer service manager to ensure proper customer service is being delivered
- Maintain monthly invoices for accounts payable
- Obtain appropriate signatures for invoices
- Create purchase orders through our billing system
- Send purchase orders to each vendor via email for signatures
- Keep and update monthly expense list for Board Meeting approval
- Cut and mail checks
- Liaise with Finance as necessary

Requirements:

- Customer support experience preferred
- Strong phone contact handling skills and active listening
- Customer orientation and ability to adapt/respond to different types of scenarios & personalities
- Excellent communication and presentation skills
- Ability to multi-task, prioritize and manage time effectively
- High school diploma or equivalent

Customer service representative top skills & proficiencies:

- Customer Service
- Product Knowledge
- Documentation Skills
- Listening Skills
- Phone Skills
- Resolving Conflict
- Multitask
- Patience
- Positive Attitude
- Attention to Detail
- People Oriented
- Analysis
- Problem Solving
- Organizational Skills a must
- Adaptability
- Ability to Work Under Pressure
- Computer Skills