



BOLIVAR WATER SUPPLY CORPORATION

Position Title	Customer Service Representative		
Reports to	Office Supervisor or General Manager	Section	Office
Start Salary	\$17.00 - \$21.00	Job Category	Non-Exempt / Full Time

Position Summary:

The Customer Service I role serves as the first point of contact for customers and provides general administrative and clerical support. This position supports daily operations by assisting customers, managing communications, and coordinating field service requests to ensure excellent service delivery.

Key Responsibilities:

- Greet customers, answer phones, and direct inquiries to the appropriate department.
- Respond to customer emails and provide general account, billing, and service information.
- Accept and process customer payments; assist with account setup and updates.
- Create and dispatch service orders for field technicians.
- Send customer notifications (e.g., outages, late notices, service updates).
- Run daily errands, including mail pickup and bank deposits.
- Maintain accurate records of customer interactions and service activity.
- Provide general office and administrative support as needed.
- Providing courteous service and updates regarding repairs or service interruptions.

Qualifications:

- Strong interpersonal and communication skills.
- Ability to multitask and prioritize in a fast-paced environment.
- Basic proficiency with office software and billing systems.
- Organized, detail-oriented, and dependable.
- Valid driver's license (for running errands).

Benefits:

- Health, dental, and vision insurance
- Paid time off and holidays
- Retirement plan options
- Ongoing training and professional development

How to Apply: Interested candidates should send a resume and a brief summary of relevant field experience to Brandi@bolivarwatersc.com or in person at 4151 FM 455 W. Sanger, TX 76266