

Job Title: Customer Service Representative (CSR) & Contract Administrator

Department: Municipal Division - Wisconsin

Reports To: Primary – Office Manager, Secondary – Sales Manager

FLSA Status: Full-Time, Non-Exempt, Hourly

Summary

The Municipal Division Customer Service Representative (CSR) & Contract Administrator is responsible for providing customer service to external clients and administrative support for internal staff in order to assist in achieving overall organizational goals.

Essential Duties and Responsibilities

- Promptly respond to customer inquiries and program questions in a timely and courteous manner.
- Responsible for client communication including telephone logs, answering general program questions and client/customer satisfaction.
- Provide accurate data entry input of municipal administration test records and survey/inspection forms.
- Prepare administrative reports as needed.
- Assist operational staff with scheduling and communication of program needs/issues.
- Assist Sales Staff with proposal development and contract administration.
- Ability to resolve client problems in a timely and professional manner.

Secondary Functions:

- Recommend and lead efforts to improve existing quality and client satisfaction processes.
- Answer/routing of incoming telephone calls.
- Receiving/sending/routing faxes and emails.
- Prepare detailed list of computer database issues and challenges (HydroSoft) including program recommendations/upgrades for Division Manager.
- Mail distribution, sorting & routing. Updating database information to reflect proper address/contact information.
- Assist Office Manager, Sales Manager and Operations Manager with other functions as needed.

Essential Skills and Experience:

- Strong attention to detail and follow-through skills.
- Excellent oral and written communication skills.
- Ability to utilize word processing and database management programs in an efficient manner. (Including basic macros, template creation and report generation in multiple platforms)
- Ability to create and maintain highest levels of confidentiality when dealing with proprietary information and sensitive situations.
- Ability to multi-task, meet deadlines and maintain organization in a fast paced, changing environment.
- Ability to work effectively with others and provide high levels of client satisfaction.
- Ability to resolve customer inquiries and client questions/problems in a timely and professional manner.
- Able to work with minimum supervision.
- Establish and maintain effective working relationships with co-workers and clients.

Qualifications:

- Minimum of three (3) years customer service experience in a professional service organization.
- Intermediate MS Word and MS Excel Skills.
- Ability to communicate effectively to a variety of audiences.
- Minimum of Associate's Degree preferred but not required.

Hydro Designs, Inc.
2665 S. Moorland Road, Suite #209
New Berlin, WI 53151

www.hydrodesignsinc.com