



RED RIVER AUTHORITY OF TEXAS JOB VACANCY NOTICE



CUSTOMER SERVICE REPRESENTATIVE

Precisely and efficiently executes accounts receivable and data processing duties, displaying advanced communication skills as a representative of the Authority. Responsibly performs complex accounts receivable processing necessary to provide optimum customer service and maintain the Authority's financial integrity. This position serves as a direct line into the accounts receivable function and acts as an intermediary between customers, District Operators, and Authority personnel. Work is accomplished under the general supervision of the Controller. All work performed is to be within the scope and outlines established by the policy as relevant to each division of the Authority.

The ability to work harmoniously with others, effectively and efficiently maintain accounting records, and provide accurate and timely customer and District Operator inquiry responses are necessary in this position. This role requires general office skills, including the use of data processing equipment, a 10-key calculator by touch, a personal computer, a copy machine, and other related office equipment. Strong communication, organization, and time-management skills are essential to ensure timely and accurate customer service, billing activities, and administrative operations. Excellent customer services and timeliness are required. Normal working hours are Monday thru Friday from 7 AM to 4 PM.

ASSIGNED DUTIES

- Serve as the Customer Service Representative for the Authority, acting as the initial point of contact for customers and as a liaison between customers, District Operators, and Authority personnel.
- Greet customers and guests in a professional and courteous manner; notify the appropriate staff member of their presence and purpose of visit.
- Process incoming telephone calls with attention to detail, maintaining a functional and accurate telephone log for future reference.
- Respond to customer inquiries with thorough and timely follow-through.
- Coordinate telephone and radio responsibilities with other Authority staff as needed.
- Prepare and process service orders and customer correspondence based on communications with District Operators. All written correspondence must be reviewed and approved by the Controller.
- Analyze and input service contract information; ensure contracts are reviewed for logic, accuracy, and compliance with internal controls.
- Assist in the preparation, correlation, and mailing of customer correspondence and required reports to District Operators on a weekly basis in the most cost-efficient manner.
- Prepare incoming mail payments for cash input; analyze and research payment information, and follow through with District Operators as necessary.
- Process and maintain laboratory invoices and payments.

- Review maintenance tickets for accuracy in pricing and calculations.
- Distribute paperwork received from field personnel to the appropriate departments in a timely and organized manner.
- Prepare and process monthly draft accounts, utility billing, late notices, and monthly closeout procedures, ensuring adherence to procedures, timing, and accuracy.
- Promptly process non-sufficient fund (NSF) checks and drafts. Maintain strict time records to facilitate timely meter pulls or cash collection, minimizing potential bad debt.
- Examine consumption analysis to determine if meter re-reads are necessary.
- Follow all established internal controls to ensure consistency, accuracy, and compliance.
- Assist the Assistant General Manager, Utility Regulatory Officer, and Utility Supervisor with reports, data entry, and database input as requested.

OTHER DUTIES

- Remain familiar with Utility Division operations and timelines to ensure continuity of service during employee absences.
- Assist other employees with general office tasks such as filing, data entry, and word processing, as needed.
- Perform other duties as may be assigned by the Controller, Assistant General Manager, or General Manager, either on a temporary or permanent basis.

EDUCATION AND REQUIREMENTS

- High school diploma or equivalent required.
- Must possess a valid Class C Texas Driver's License.

Opening Date:	August 4, 2025	Position:	Customer Service Representative
Closing Date:	Until Filled	Monthly Salary:	Based on qualifications
Work Location:	Wichita Falls, Texas	GS Code:	Based on qualifications
Excellent Benefits Package Available			

To apply for this position, please submit a completed State of Texas Application to info@rra.texas.gov, fax to (940) 723-8531 or mail to P.O. Box 240, Wichita Falls, TX 76307. Applications can also be delivered to 3000 Hammon Road, Wichita Falls, Texas 76310. Additional information on the Red River Authority of Texas can be found at www.rra.texas.gov.