



Harpeth Valley Utilities District
Job Description
Effective: January 7, 2026

General Information:

| Title | | Grade |
|---------------------------------|--|-------|
| Customer Service Representative | | B |

| Reports To | FLSA Status |
|--------------------------|-------------|
| Customer Service Manager | Hourly |

Primary Purpose:

Under direction from Management, responsible for new customer sign-up, customer billing inquiries, and processing of utility payments including bad debt collections; ensures work quality and adherence to established policies and procedures; resolves customer issues and concerns; coordinates assigned activities with other divisions, departments, and outside agencies; and performs related duties as required.

ESSENTIAL RESPONSIBILITIES:

- Receive and transmit calls for utility services.
- Answer questions and complaints concerning service to customers.
- Establish new accounts, handle customer billing, payment processing, and debt collections.
- Notify supervisor of problem areas or situations.
- Maintain written computer records of all complaints and work activities.
- Notify customers of scheduled shutdowns of water services.
- Prepare service orders.
- Analyze and interpret data concerning service calls.
- Research information on records.
- Check data for accuracy.
- Train and/or assist new employees as needed.
- Perform routine administrative duties.
- Perform other duties as required.

JOB REQUIREMENTS:

- Ability to speak clearly and distinctly.
- Maintain professionalism when dealing with customer issues and complaints.
- Read maps and related documents.
- Establish and maintain effective working relationships.
- Understand the organization and operations of the District and of outside agencies as necessary to complete assigned duties.
- Balance cash receipts and find and reconcile discrepancies in balancing accounts.
- Operate modern office equipment including computers and related applications.
- Work under steady pressure and stressful situations with frequent interruptions and a high degree of customer and public contact by phone or in person.
- Set up and maintain a variety of files and records.
- Ensure adherence to established safety rules, regulations, and guidelines.
- Work cooperatively and diplomatically with coworkers, other District departments, outside agencies and vendors.
- Bilingual professional fluency in English and Spanish, both written and spoken – preferred
- Perform other duties as assigned.

Education, Work Experience and/or Training – typically possessed by qualified candidate.

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| Education: High school diploma or GED |
| Experience: 2 – 4 years of increasingly responsible experience in customer service, billing, and cash accounting. |
| Intermediate level experience with Microsoft Word, Excel and Outlook or similar applications. |

Knowledge, Skills, and Abilities – typically needed for competent performance:

| | Level |
|---|----------|
| Microsoft Word, Excel, & Outlook or similar applications | Advanced |
| Multi-tasking ability (Prioritize, Organize, and Schedule Work) | Advanced |
| Problem Solving (Identify, Analyze, Research, Evaluate, and Resolve) including conflict resolution. | Advanced |
| Occupational hazards and standard safety practices. | Advanced |
| Human Relations Skills (Written, Verbal, and Client Service). | Advanced |
| District & departmental Policies & Procedures. | Advanced |

Physical Demands– indicate frequency of exposure:

Limited (monthly/occasional), Regular (weekly/moderate), Extensive (daily/frequent)

| | Frequency |
|--|-----------|
| Keyboarding | Extensive |
| Sitting, standing, walking, stoop, bend, kneel, crouch, crawl, climb, reach & twist, push, pull, lift &/or carry light to moderate amounts of weights. | Extensive |
| Operate assigned equipment | Extensive |

Working Environment:

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| Typical office environment – hours 8:00 a.m. – 5:00 p.m. workday, Monday through Friday |
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Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities and job specifications required of employees so classified. HVUD reserves the right to revise as needed. The job description does not constitute a written or implied contract of employment.