



## Porter Special Utility District

22162 Water Well Road  
Porter, Texas 77365  
Office: (281) 354-5922  
Fax: (281) 354-5050

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**Job Title:** Customer Service Clerk  
**Starting Pay:** \$16.00/hour (DOQ)  
**Close Date:** Open Until Filled

### Introduction:

Porter Special Utility District supplies water to approximately 17,650 people within its political boundary which currently consists of 5,828 residential and commercial connections, plus several wholesale connections. Spanning 22.5 square miles, the District lies within Montgomery County and is adjacent to the metropolitan area of Northeast Harris County. Several highways transverse the District giving it a diverse mixture of residential and commercial developments that are rapidly growing. With nineteen full-time employees the District operates and maintains roughly 124 miles of water mains, 500 fire hydrants, five water wells, and four elevated storage tanks to deliver approximately 875 million gallons of water annually to our customers. Our facilities are managed through a SCADA control system and the District recently replaced all distribution meters with an AMI metering system.

The District is seeking the most qualified candidate for the position of Customer Service Clerk. Under the direction of the District's Customer Service Manager, this person works within a team environment with other District personnel to perform the customer service and clerical related duties. The Customer Service Clerk is responsible for providing exceptional customer service, collects payments, completes new account set up, disconnections, and work orders. Ensures tasks are performed efficiently, and of high-quality standard. The Customer Service Clerk is expected to consistently demonstrate a high moral character that is supportive of the District's functions and its personnel, and to always conduct themselves in a manner that is consistent with the best interests of the District. This position is full-time, hourly, and considered non-exempt under the Fair Labor Standards Act.

### Knowledge, Skills and Abilities:

- Strong cash handling skills
- Strong customer service skills
- Strong computer skills
- Strong basic math skills
- Good interpersonal skills, positive attitude, and neat appearance
- Good organizational and time management skills
- Office skills using computer, software programs, calculator, 10-key, and telephone
- Ability to communicate effectively with the public and fellow

employees in a professional and respectful manner verbally or in writing •Fluency in English is required; bilingual Spanish-English language skills are helpful •Ability to multi-task and provide exceptional customer service in a fast-paced office •Ability to use and apply systematic methods for accuracy •Ability to work with the public in a patient, courteous, and friendly manner •Ability to work with fellow employees in a courteous, positive, and team environment •Ability to accept and implement changes of policies or procedures with ease •Ability to diffuse difficult customer situations •Ability to maintain regular and predictable attendance

## **EXAMPLES OF DUTIES**

- Perform accurate cashiering duties by receiving, receipting, and recording payments
- Provide customer service by explaining services and fees, providing information, answering questions, handling customer concerns, and maintaining customer account information with discretion
- Perform clerical functions
- Process work orders by preparing requests for service, terminations, repairs, maintenance, and usage information
- Research and analyze consumption information, customer data, or other information and respond to requests in a professional and timely manner
- Educate customers about District policies, rules and regulations, and water conservation
- Maintain organized filing systems, both electronic and paper
- Generate and maintain various records and reports regarding the District customer accounts and transactions
- Handle difficult/stressful and sometimes escalated customer situations
- Cross-train with other staff duties
- Perform other duties and responsibilities as assigned

## **Education and/or Experience Requirements:**

- Minimum of six (6) months related clerical experience working with customer billing, customer contact, and computer systems. Preferred experience in customer service and billing for a water utility.
- High School Diploma or GED required
- Must hold a valid Class C Texas Driver's License

**Attractive Benefits Package:**

- Health, Dental, and Vision Insurance for Employee (100% Paid by the District)
- Health Insurance for Employee Dependents (80% Paid by the District)
- Dental and Vision Insurance Available for Employee Dependents
- 401k Retirement Plan
- Paid Vacation Leave
- Paid Sick Leave
- Paid Training and Licenses
- 9 Paid Holidays

**Additional Information:**

This position is open until filled, which means that this job posting may be taken down at any moment once the District has filled the position.

This job posting is not intended to list every function of the position, does not constitute an employment agreement, and is subject to change.

To ensure the safety of the public and reduce the risk for loss, background and drug/alcohol screenings are completed on applicants selected for employment. This position is subject to a screening process including but not limited to criminal history search, reference check, education and employment verification, motor vehicle record check, and/or credit report check.

Interested applicants should submit an application, resumé and cover letter to Human Resources ([employment@portersud.com](mailto:employment@portersud.com)). Applications are available online, ([portersud.com](http://portersud.com)), and at the District's Office located at 22162 Water Well Road. Resumés will not be accepted in lieu of a completed application.

Porter Special Utility District is an Equal Opportunity Employer.

Porter Special Utility District  
Internal & External Job Posting