



VACANCY ANNOUNCEMENT

CUSTOMER EXPERIENCE AND ACCOUNT SPECIALIST

The Western Monmouth Utilities Authority, Monmouth County's premier environmental government agency, is excited to be expanding the staff of dedicated and valued professionals who maintain our critical wastewater infrastructure by seeking a **Customer Experience & Accounts Specialist** (see below). WMUA offers top salaries, outstanding benefits, unparalleled professional and personal development and a laid-back yet mission-oriented workplace to highly-motivated, positive, proactive and team-centered individuals.

This public-facing union position is potentially promotable with room for growth in both the short-term and long-term. Interested applicants should send resumes to Scott Di Benedetto, Chief Financial Officer at SDiBenedetto@wmua.manalapan.nj.us and Fran Nudelman, HR Officer at FNudelman@wmua.manalapan.nj.us.

Customer Experience & Accounts Specialist

The employee will report directly to the Manager of Administration and Finance and take ownership of the following tasks, including but not limited to:

- Answer all incoming phone calls
- Investigate and remedy customer account inquiries
- Send bills to new accounts and/or those with ownership changes
- Sort and batch physical check payments to transmit to accounts receivable clerk
- Handle incoming payments and inquiries made in-person at the payment window
- Handle accounts receivable duties on an as-needed basis
- Communicate effectively and positively with staff and management team alike
- Perform ancillary tasks on an as-needed basis as deemed appropriate by the Manager of Accounting and Finance and/or the Chief Financial Officer

The ideal candidate must have strong interpersonal skills, ability to multitask, strong organization and prioritization skills, computer skills, a positive professional attitude and an ability to self-start as well as work in a team environment. The ideal candidate will also be career-driven and willing to take on new responsibilities as the opportunities present themselves, as well as regularly updating workplace competencies by participating in educational opportunities. Customer service background is a plus. Edmunds GovTech software and Microsoft Excel experience are a plus.