

## **CUSTOMER SERVICE REPRESENTATIVE — MUNICIPAL AUTHORITY**

Location: Derry Township Municipal Authority, Hershey PA

Employment Type: Full-Time M-F 7:45 a.m. to 4:30 p.m.

Are you passionate about community service and skilled in customer support? Join our dedicated team at Derry Township Municipal Authority, where we provide sanitary sewer and stormwater services to local residents and businesses. We're seeking a reliable and personable **Customer Service Representative** to help us maintain strong customer relationships and keep operations flowing smoothly. Please note that this is not a work-from-home position.

### **Key Responsibilities:**

- Handle customer inquiries via phone, email, and in person
- Process payments accurately and efficiently through various platforms
- Maintain detailed customer account records, including billing and service histories
- Manage delinquent accounts using established procedures, including coordinating with external collection agencies when necessary
- Provide discretion and independent judgement with respect to matters of significance
- Assist with account reconciliations and respond to billing questions
- Foster positive customer experiences while representing the authority professionally

### **Ideal Candidate Profile:**

- 5+ years of customer service experience, preferably in a public utility or billing environment
- Familiarity with handling overdue accounts and working with third-party collections
- Strong communication and problem-solving skills
- Ability to work independently and as part of a team
- Proficiency with payment processing systems and basic accounting practices

### **Benefits Include:**

- Competitive salary based upon experience and comprehensive benefits package
- Opportunities for growth and professional development
- Supportive work environment committed to public service

Qualified candidates should forward a resume to [HR@dtma.com](mailto:HR@dtma.com). Please refer to the CSR Position in your email.