



GARY SANITARY DISTRICT JOB POSTING

GSD is an equal opportunity employer and does not discriminate against candidates or employees because of disability, sex, race, gender identity, sexual orientation, religion, national origin, age, or any other protected status under the law. Reasonable accommodation will be made to enable candidates and employees with disabilities to perform the essential functions of their job, absent undue hardship to GSD.

CUSTOMER SERVICE ASSOCIATE CUSTOMER SERVICE DEPARTMENT

Salary: \$17.18/Hour

Status: Full- Time

Customer Service Associate – Customer Service Department

The incumbent serves as Cashier/Customer Service Associate for the Gary Sanitary District Customer Service Department, responsible for processing payments, accounting for receipts and disbursements, and providing excellent customer service.

Key Responsibilities:

- Serve as the primary contact for media inquiries and public information requests.
- Processes customer complaints and bill discrepancies.
- Negotiates customer agreements.
- Processes payments, operating cash register and credit card machine. Processes drop box payments.
- Works with Indiana American Water Company representatives to handle customer accounts
- Posts and logs receipt of payments and prepares daily transaction reports.
- Answers telephone and provides information and assistance, and/or directs callers to appropriate individual or department.
- Performs related duties as assigned.

Reports To:

Customer Service Manager or Assistant Manager

Requirements and Qualifications:

Education:

- High school diploma/GED required with two (2) years of work experience in customer service, accounts receivable, and collections preferred.

Skills and Experience:

- In-depth knowledge of environmental regulations and wastewater treatment plant operations, processes, and systems.
- Practical knowledge of standard customer service practices with ability to apply excellent verbal communication and customer service skills in person and on telephone.
- Ability to competently serve the public with diplomacy and respect, including occasional encounters with irate/difficult persons.

- Ability to maintain attention to details, compile/compare/observe/analyze data, and make data- driven decisions.

How To Apply: Applications and resumes may be submitted online no later than **Thursday, February 13, 2025**

Gary Sanitary District
3600 West 3rd Avenue Gary, IN 46406
P: 219.944.0595 ext. 1814
E: GSDrecruitment@garysan.com
W: <https://garysanitary.com/careers/>
Attention: Kara Burns, Human Resources Manager

Date Posted: **Wednesday, February 5, 2025**

Date Removed: **Thursday, February 13, 2025**