

CUSTOMER ACCOUNTS SPECIALIST

About American Bottoms

American Bottoms is a regional wastewater treatment facility providing services to Sauget, East St. Louis, Cahokia Heights, and the surrounding communities. In 2014 the facility was awarded "Plant of The Year" by the Illinois Association of Water Pollution Control Operators. In addition, American Bottoms has been recognized as one of the best companies to work for in Illinois; nine years in a row. These awards are a testament to the dedication, skill, and pride of American Bottoms employees.

General Description

The Customer Accounts Specialist is responsible for handling all issues and inquiries reported by a customer. Ensures that the data records pertaining to customers on the billing system are kept accurate with new information and non-routine inquiries are handled professionally and researched to resolution.

Essential Functions

- Respond to and resolve all customer inquiries received via phone or mail
- Maintain up-to-date and accurate customer contact logs
- Determine possible reasons for abnormal usages reported by the customer
- Research property ownership and tax parcel information
- Research and send payoffs letters to title companies
- Determine reason then correct returned and terminated bills
- Determine possible reasons for abnormal usages reported by the customer
- Scanning documents needed to comply with regulations
- Create duplicate bills and Statement of Accounts as requested
- Protect all confidential and customer information

Qualifications

- Must be able to work independently
- Good reading and writing skills. Able to perform simple math.
- Must be computer literate and able to utilize Microsoft Office Suite

Benefits

- Health insurance
- Dental insurance
- Vision insurance
- 401(k) with generous company contribution
- Company paid long term disability insurance
- Employee Assistance Program
- Company paid life insurance
- Tuition reimbursement
- Paid time off