

What is it like to be a Customer Service Representative?

HELLO - How may we help you? Every day, CFPUA's Customer Service Representatives (**reps**, for short) talk to and help customers with questions about their water/sewer accounts. Customers contact CFPUA because they may have questions about their bill, they want to set up or close an account, they might need to know where their meter is located, or they could be calling to report a problem. Each Customer Service Rep handles a number of calls daily - usually responding to about 50 to 60 phone calls (each) a day - they also answer e-mailed and faxed inquiries and collect payments.



CFPUA has over 66,000 billed accounts - each account has a number associated with a particular service and address. With the account number, Customer Service Reps are able to access all kinds of information on that account: the address and type of service, how long the customer has had water/sewer service, how much water they use each month, when they've made payments and much more. Customer Service Reps review account information and make notations on the customer's account as they talk with them to ensure the information on the account is verified and updated. The next time the customer calls, the Customer Service Rep on the other end of the telephone will be able to see the previous activity or conversations that took place. Having correct account information also ensures that the bill sent to the customer is accurate.

A few members of the Customer Service Team work in a section called "Collections". This group calls customers who may have forgotten to pay their bill or didn't pay their bill on time. Sometimes people move away and don't pay their last bill - the "collectors" look for those people and remind them that they need to pay their bill.

Often times, our Customer Service Reps are the first contact a customer will have with our company. Customers call for many reasons - sometimes even to report an emergency like a sewer overflow or water outage. CFPUA's Customer Service Reps are very courteous and professional in the way they talk to and interact with customers. And, besides having nice smiles and voices, they're very smart - they work with complicated computer programs, have to think on their toes, and they have to be able to count money and have good math skills.

If you're good at solving problems, like math, and enjoy talking to and helping people, then perhaps you'd like to be a Customer Service Representative when you grow up .



Each and every day, CFPUA treats, distributes and collects millions of gallons of water and wastewater throughout Wilmington & New Hanover County and it employs many dedicated, professional employees. Each month we'll introduce a different job or group within the Cape Fear Public Utility Authority. Our employees strive to provide the safest and highest quality water and wastewater services while being environmentally responsible.



Learn more about the Cape Fear Public Utility Authority and the services we provide by visiting: www.cfpua.org