

**Customer Service/Billing Team Lead
North Wales Water Authority, North Wales PA.**

The North Wales Water Authority (NWWA) is currently accepting applications for the position of Customer Service - Billing Department Team Leader. Various duties and skills are required, including, but not limited to, mid-level staff supervision and training, regular interacting with customers via telephone, email, and in-person, training team members with all systems, processes, and operating procedures; supporting the Customer Service Manager with administrative and technical tasks; and other duties, as assigned.

Applicants must provide evidence of strong leadership qualities, and possess the following managerial skills: excellent written and oral communication skills; sound organizational and time-management skills; ability to multi-task, determine personal and staff work priorities, manage customer complaints and requests for service, exhibit confident decision-making skills, as well as a demonstrated ability to manage conflict and emergency operations.

Minimum job requirements include: Holding an accredited 2-yr. Associates Degree in Business Administration or related field, 5 years or greater customer service experience (or equivalent), with special preference to candidates with actual utility industry experience. Additional considerations and requirements will include possessing and maintaining a valid Pa. Driver's License during the term of employment, successful completion of the Authority background and criminal history investigation, drug testing, as well as a demonstrated ability to read and write proficiently in the English language. (A more detail job description will be provided prior to any offer of employment being tendered.)

The NWWA provides a competitive compensation package, with a starting salary commensurate with experience, including customary employee benefits.

Interested candidates should submit a letter of introduction, including salary range desired, as well as a current resume, to bdebuono@nwwater.com. This information may also be mailed attention: HR Department, 200 West Walnut Street, P.O. Box 1339 North Wales, Pa., 19454. Applications should be submitted not later than 4:00 pm, Friday, June 23, 2017, to be considered. This deadline may be extended at the sole option of the Authority. No telephone inquiries will be accepted.