



JOB ANNOUNCEMENT

MDRR invites applications for **Customer Service Rep 1!**

This position is classified as an Admin position and will report to the CSR Supervisor and/or Manager.

The Customer Service Rep 1 will act as a liaison between the customer and the company, assisting customers in person, over the phone, and through email communications. Customer Service Representatives 1 must help, communicate, and understand a variety of tasks related to Residential accounts including, but not limited to: account billing information, complaints, questions, information concerning accounts and requests.

Required Knowledge, Skills and Abilities:

- High School diploma or GED required
- Must have the desire and ability to learn Soft-Pak
- Experience with MS Office suite, including Excel
- Must be able to communicate effectively and professionally via e-mail and telephone
- Ability to lift up to 15 pounds
- Must have adequate typing speed
- Bilingual- Spanish
- Is a positive member of a team with a passion for exceptional customer service

To apply for this position, e-mail a completed application to Careers@mdrr.com.

MDRR is an Equal Opportunity Employer. This job posting should not be considered a complete description of the position.