



Customer Experience Internship



2024 Summer Customer Experience Internship Job Description

Date: May-August

Time: up to 24 hours Monday - Friday (flexible)

Internship Description

Spartanburg Water, a water and waste water utility provider seeks a personable and highly motivated Customer Experience intern to support the Customer Experience Supervisor in day-to-day administrative tasks and activities. If you're ready to kick start your career in customer relations and gain valuable experience for future employment opportunities, this is the internship for you.

Customer Experience Duties and Responsibilities

- Works in Customer Information System (CIS) to open cash batch. Enters, balances, and reconciles customer payments received by mail, phone, at the payment counter and drive thru, and in the night depository.
- Utilizes mail scanning system to process mailed payments, upload deposit file electronically, post payments to customer's account in CIS; reconciles amounts to ensure payments are accurately processed.
- Provides coverage for reception during breaks and lunch. Includes processing pavilion rental agreements and payments, returned mail processing, posting adjustments to customer accounts, managing lobby/walk-in traffic, and operating a multi-line phone system.
- Participates in and promotes a positive team environment
- Remains receptive to coaching and mentorship.

Requirements

- Enrollment in an institution of higher learning with a major or concentration in Business Admin or related field
- Some experience in an office environment preferred
- Experience with Microsoft Office Suite
- Excellent interpersonal and communication skills
- Ability to balance a cash drawer
- Solid organizational skills and attention to detail

Benefits

- Develop experience working in an office setting
- Gain exposure to real world scenarios
- Work side-by-side with a highly experienced Customer Experience professionals
- Understand the inner workings of Spartanburg Water
- Hourly rate \$12.50

For questions, contact Darius Murry via email dmurry@spartanburgwater.org or call (864)580-5687