
Item (J)(7) - Customer Service Intern Position

From Jesse Stephens <JStephens@bcrsd.com>

Date Fri 7/17/2026 1:16 PM

To Jesse Stephens <JStephens@bcrsd.com>

Dear Board of Trustees,

I'm seeking a motion to advertise for a part-time internship for the fall of 2026 and potentially to be extended through the Spring of 2027 pending budget availability and need for the position in FY2027. Please find the attached internship description that would be advertised for this position.



Jesse Stephens, P.E., Executive Director
Boone County Regional Sewer District (BCRSD)
1314 N. 7th St., Columbia, MO 65201
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JOB DESCRIPTION

Approval: x/xxxx

JOB TITLE: Customer Service + Admin. Intern

PAY RANGE: \$15.00 - \$22.00/hour

EMPLOYMENT STATUS: Part-Time Internship

SCHEDULE: 15 - 25 hours/week

WORK LOCATION: 1314 N. 7th St. Columbia, MO 65201

REPORTS TO: Director of Administration

FLSA CLASSIFICATION: Non-Exempt

TERM: Fall 2026 (Opportunity through Spring 2027)

SUMMARY/OBJECTIVE

The Customer Service & Administrative Intern supports the Boone County Regional Sewer District by providing exceptional customer service and administrative assistance while gaining practical experience in municipal utility operations. Working alongside District staff, the intern will assist customers, support daily office operations, and contribute to the successful implementation of the District's first in-house customer billing and payment system. This internship provides hands-on experience in customer relations, office administration, municipal government, and utility billing while contributing to projects that directly impact District customers.

As defined under the Americans with Disabilities Act, "Essential Functions" may include any of the subsequent tasks, knowledge, skills and/or other characteristics. The lists of job functions, knowledge and skills herein are not a comprehensive list but intended to provide a representative summary of the major responsibilities and functions required of the position. Incumbents may be required to perform all or a part of the tasks listed, and may also be required to perform additional, position-specific tasks.

ESSENTIAL FUNCTIONS

Customer Relations

- Customer Service
- Public Relations
- Customer Questions & Account Assistance
- Reception & Telephone Support

Administrative Support

- Data Entry
- Digital Records Management
- Document Preparation
- Scanning & Filing
- Mail Processing
- Office Organization
- Special Projects

Customer Billing Support

- Customer Account Maintenance
- Billing Software Support
- Payment Processing Assistance
- Customer Data Verification

Customer Relations

- Serves as a professional and courteous first point of contact for District customers, contractors, and visitors.
- Answers incoming telephone calls and welcomes customers visiting the District office.
- Assists customers with routine questions regarding sewer service, customer accounts, billing, payments, and District procedures.
- Directs inquiries to the appropriate District staff member.
- Assists staff in researching customer questions and resolving routine customer concerns.
- Assists customers with online payment resources and customer portal navigation.
- Demonstrates excellent customer service while representing the District in a positive and professional manner.
- Supports the District's commitment to responsive, courteous customer service.

Administrative Support

- Performs accurate data entry and updates customer records.
- Maintains paper and electronic filing systems.
- Scans, indexes, and organizes District records.
- Assists with document preparation, copying, and distribution.
- Assists with incoming and outgoing mail.
- Supports managers and administrative staff with daily office operations.
- Assists with office organization, records retention, and document management.
- Assists with inventory of office supplies and materials.
- Participates in training and cross-training opportunities.
- Learns District software systems and administrative procedures.

Customer Billing & Software Support

- Assists staff during implementation of the District's new customer billing and payment software.
- Assists with customer account verification and maintenance.
- Reviews customer information for accuracy.
- Assists customers with payment options and online account registration.
- Supports testing, quality assurance, and data validation activities.
- Assists with customer account updates and billing-related documentation.
- Learns municipal utility billing procedures and customer account management.
- Assists with reports and special projects associated with the District's transition to in-house billing.

General Support

- Operates computers, scanners, printers, telephones, and other standard office equipment.
- Maintains confidentiality of customer and District information.
- Demonstrates professionalism, dependability, initiative, and a willingness to learn.
- Maintains a safe work environment by following District policies and procedures.
- Performs other duties as assigned.



REQUIRED KNOWLEDGE, SKILLS & ABILITIES

- Strong customer service and interpersonal skills.
- Excellent verbal and written communication skills.
- Basic proficiency with Microsoft Office applications.
- Ability to learn new software systems and office technology.
- Strong organizational and time-management skills.
- Ability to accurately perform data entry.
- Strong attention to detail.
- Ability to work independently while collaborating effectively with others.
- Ability to maintain confidentiality.
- Positive attitude, professionalism, and eagerness to learn.

EDUCATION & EXPERIENCE

- High school diploma or equivalent required.
- Current enrollment in, or recent completion of, a college, university, or technical program preferred.
- Coursework in Business Administration, Communications, Public Administration, Accounting, Information Technology, Marketing, or a related field is preferred.
- Previous customer service, office, or administrative experience is beneficial but not required.

WORK ENVIRONMENT

The majority of work is performed in a professional office setting. Prolonged periods of sitting at a desk and working on a computer. Ability to lift up to 25 pounds at a time and transport distances up to 50 feet. Must possess vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone.

AKNOWLEDGEMENTS

BCRSD provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change as the needs of the District and the requirements of the job may change.

Employee signature below indicates the employee's understanding of the requirements, essential functions and duties of the position. Employee also understands that this job description is not an employment agreement, or contract of employment.

Signatures

Director/HR:	Date:
Employee:	Date: