



UNION COUNTY PUBLIC WORKS DEPARTMENT

News Release

Public Works Employees Receive Customer Service Credential

February 26, 2014, Monroe, NC – Union County Public Works' Business Operations Division seeks to continuously improve customer service skills across each of its functional areas. In January, staff from both Customer Service & Metering Services traveled to Lillington, NC to attend a customer service training program offered by the American Water Works Association (AWWA).

This training is specifically designed for customer service representatives in the field of water utilities. The scope of the training goes beyond basic customer service skills to cover other aspects of the water utility business, such as field operations. With a better understanding of the bigger picture, staff will be better equipped to respond quickly to customers' questions and concerns.

Union County Public Works would like to congratulate Sheena Cox, Kimberly Rollins, Jolene Keziah, Jason McBride, Lisa Simpson and Tim Shirlen for completing this program and obtaining the AWWA Customer Service Representative certificate.

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