

CUSTOMER SERVICE REPRESENTATIVE

Definition/Summary

Under general supervision, positions in the Customer Services Representative classification perform a variety of functions in receiving and processing service requests; perform fiscal recordkeeping work in maintaining and updating billing accounts; and receive and resolve complaints and questions concerning the delivery of services and status of accounts.

Essential Functions

- Receives and processes service requests, collecting appropriate funds, and coordinates establishment of services with other District staff.
- Receives and responds to complaints about District service; resolves a variety of problems related to accurate meter readings, high consumption, delinquent accounts, turn-ons, turn-offs, non-reads, and improper billings.
- Receives and processes billing payments.
- Balances cash drawer.
- Coordinates account status problems with District accounting staff.
- Coordinates problems of meter location, type of installation, and meter size with operations and engineering personnel.
- Determines and calculates costs for different types of installations.
- Researches and applies District policies and regulations regarding establishment and maintenance of services.
- Resolves difficulties concerning the processing of orders and delinquent accounts.
- Dispatches radio messages.
- Compiles and tabulates information for monthly and annual reports.
- Responsible for nightly building lock-up procedures.
- Follows oral and written directions.
- Discusses delivery problems with appropriate management and operations staff.
- Maintains correspondence, customer complaint, and periodical files.
- Establish and maintain cooperative working relationships with co-workers, outside agencies, and the public.
- Regular attendance and adherence to prescribed work schedule to conduct job responsibilities.

Other Duties

- Audits meter readings.
- Communicates with customers, face-to-face and via the telephone, to discuss and resolve problems and concerns.
- Performs related duties as assigned.

Job Standards/Specifications

Develop Knowledge of:

- Water delivery and distribution systems and wastewater collection systems.
- Principles and methods used in reading, testing, and calibrating meters.
- Customer service procedures and methods of resolving complaints.
- District policies and regulations regarding the establishment and maintenance of services.
- Geography of the District and the location of District facilities.
- District billing practices and fiscal recordkeeping methods.
- Computerized billing and service information systems.

Ability to:

- Perform a variety of difficult and sensitive customer service functions regarding the establishment and maintenance of District services.
- Maintain and update payment and billing records, resolving problems regarding delinquent accounts.
- Research and evaluate information regarding customer service and payment problems.
- Analyze and evaluate customer complaints.
- Make arithmetic calculations quickly and accurately.
- Coordinate customer service functions with other District functions and services.
- Skillfully use computerized billing and customer information systems and software.
- Maintain tactful and good relations when working with the public regarding District services and complaints.

Typical Physical Activities

- Work at a desk for an extended period of time.
- Work in an office environment, lift and move objects up to 15 pounds such as large binders, books, and small office equipment.
- Sufficient finger/hand coordination and dexterity to operate and adjust office equipment.
- Regularly uses a telephone for communication.
- Use office equipment such as computers, copiers, and FAX machines.
- Sits for extended time periods.
- Hearing and vision within normal ranges with or without correction.
- May drive vehicle in conducting District business.

Environmental Factors

1. Exposure to the sun: 10% or less work time spent outside a building and exposed to the sun.
2. Irregular or extended work hours: Occasionally required to change working hours or work overtime.

Desirable Qualifications

Any combination of education and experience that would likely provide the necessary knowledge and abilities is qualifying.

A typical way to obtain the knowledge and abilities would be:

Experience: Two years of increasingly responsible work experience in performing customer service and relations work, preferably including experience in working with a water or wastewater treatment agency.

License Certificate Registration Requirement

Driver License: Possession of a valid California Class C Driver License may be required at the time of appointment. Failure to obtain or maintain such required license(s) may be cause for disciplinary action. Individuals who do not meet this requirement due to a physical disability will be considered for accommodation on a case-by-case basis.

Possession and proof of a driving record free of multiple or serious traffic violations or accidents for at least two (2) consecutive years.

I have reviewed this Job Description with my Supervisor and agree with its contents.

Employee Signature

Date

Supervisor Signature

Date

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.

REMOVE BEFORE USE: The following Job Description is intended as a model or template for use within an organization. It is not intended as a final document. The individual districts that download and utilize this template should edit and modify the document to fit their own district and job specific duties. The JPIA is not engaged in rendering legal advice or professional legal services. Anyone creating a job description using this document should consult a qualified labor attorney or consultant before relying on it