



SENIOR CUSTOMER SERVICE REPRESENTATIVE

CLASSIFICATION SPECIFICATION

FLSA STATUS: Non-Exempt

BARGAINING UNIT: General

JOB SUMMARY

Under supervision, to perform a variety of general office functions including receiving and processing service requests; to perform fiscal recordkeeping work in maintaining and updating billing accounts; to receive and resolve complaints and questions concerning the delivery of services and status of accounts and performs related duties, as assigned.

DISTINGUISHING CHARACTERISTICS

This is the fully qualified journey-level classification in the Customer Service series. Incumbents at this level possess a comprehensive, authoritative understanding of all departmental functions and professional activities, and provide direct support to customers in the completion of their duties. Positions at this level are distinguished from the entry by the performance of the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

Positions in the Customer Service class series are flexibly staffed and positions at the senior level are normally filled by advancement from the entry level, after gaining the knowledge, skill, and experience which meet the qualifications for and after demonstrating the ability to perform the work of the higher-level class.

WORK SCHEDULE

The regular work hours for employees in office positions shall be seven and one-half (7½) hours scheduled between 8:30 A.M. and 5:00 P.M. with one (1) hour off for lunch. Flexible schedules must be worked out to attain 75 hours of work during each two week pay period

EXAMPLES OF DUTIES AND RESPONSIBILITIES (ILLUSTRATIVE ONLY)

Duties may include, but are not limited to, the following:

- Receives and processes service requests, collects appropriate funds, and coordinates establishment of services with other District staff.
- Receives and responds to customer complaints about District services; resolves a variety of problems related to accurate meter readings, high water consumption, delinquent customer accounts, turn-ons, turn-offs, non-reads, improper billings, and other functions as they arise.
- Coordinates account status problems with District accounting staff.
- Coordinates resolution of problems regarding meter location, type of installation, costs

and meter size with Management, 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.
- Discusses delivery problems with appropriate management and operations staff.
- Audits meter readings, processes and collects billing payments, and maintains a balanced cash drawer.
- Communicates with customers, face-to-face and via the telephone, to discuss and resolve problems and concerns.
- Maintains all correspondence, customer complaint, and periodical files.
- Maintains property ownership records and account transfers.
- Maintains office maps.
- Responsible for District mailing activities.
- Compiles and tabulates information for monthly and annual reports.
- Follows oral and written directions.
- Assists in routine and special assignments when needed.
- May act as back-up for other office positions.
- Performs special assignments as directed.

Knowledge of:

- Broad overall District operations at a basic level including water delivery and distribution system.
- Applicable District policies, regulations, and standard operating procedures regarding reading, testing, and calibrating meters, establishment and maintenance of services, billing practices, financial record keeping, and delinquent accounts.
- Basic principles, practices, and methods of financial management include requisitions, apportionments, allotments, investments, fiscal management, activity reporting, and fiscal year guidelines.
- Geography of the District and the location of District facilities.
- Specifications, uses, and types of computers or computer-related equipment.

Ability to:

- Maintain and update payment and billing records, resolving problems regarding delinquent accounts.
- File, type, enter data, maintain records, and use and complete forms.
- Show understanding, friendliness, courtesy, tact, empathy, concern, and politeness to others; develop and maintain effective relationships with others; effectively work with individuals who are difficult, hostile, or distressed; relate well to people from varied backgrounds and different situations; maintain sensitivity to cultural diversity, race, gender, disabilities, and other individual differences.
- Work with clients, customers, external stakeholders, and the public to assess their needs, provide information or assistance, establish and maintain relationships, resolve their problems, or satisfy their expectations; understand and apply District practices, policies, and services; provide quality services.
- Express information to individuals or groups effectively, considering the audience and nature of

the information; make clear and convincing oral presentations; listen to others, attending to nonverbal cues and responding appropriately.

- Prepare written communications, reports, and presentations in a clear, concise, organized, and convincing manner for the intended audience.
- Use applicable computers, software applications, databases, telephones, other office equipment, and automated systems to accomplish work.
- Make arithmetic calculations quickly and accurately.
- Demonstrate regular and predictable attendance.

DESIRABLE QUALIFICATIONS

Education and Experience:

Any combination of education and experience which would likely provide the necessary knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education:

High school diploma or the equivalency thereof sufficient to assure the ability to read and write at the level required for successful job performance.

Experience:

Three (3) years of increasingly responsible work experience in performing customer service and relations work, involving public contact and receipt and accounting for money, preferably including experience in working with a water or wastewater treatment agency.

Required License, Certificate or Training:

- Possession of an appropriate California operator's license issued by the State Department of Motor Vehicles. Possession and proof of a good driving record as evidenced by freedom from multiple or serious traffic violations or accidents for at least a two (2) year duration. The driving record will not contribute to an increase in the District's automobile rates.

WORK ENVIRONMENT

The work environment characteristics described below are representative of those an employee encounters while performing the essential functions of this job. Upon request, reasonable accommodation may be provided to enable individuals with disabilities to perform the essential functions of the job.

- Primarily inside an office environment at a desk for extended periods of time.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by the employee to successfully perform the essential functions of this job. Upon request, reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

- Regularly required to use hands and fingers to handle or feel.
- Frequently required to talk, hear, and to sit and reach with hands and arms.

- Sometimes required to stand, walk, climb, balance, stoop, kneel, crouch, or crawl.
- Occasionally lifts and moves objects up to 25 pounds such as large binders, books, and small office equipment.
- Occasionally required to operate a motor vehicle in performance of job duties.
- Hearing within normal range
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

HISTORY:

- Revision date: 1998, November 2022, August 2023
- Approval/Adoption date: December 18, 2024