



CUSTOMER SERVICE REPRESENTATIVE CLASSIFICATION SPECIFICATION

FLSA STATUS: Non-Exempt

BARGAINING UNIT: General

JOB SUMMARY

Works under close supervision to perform a wide variety of general office functions including receiving and processing service requests, performing fiscal recordkeeping work in maintaining and updating billing accounts, and receiving and resolving complaints and questions concerning the delivery of services and statuses of accounts. Performs related duties, as assigned.

DISTINGUISHING CHARACTERISTICS

The Customer Service Representative is the entry-level classification in the Customer Service series. Initially under close supervision, incumbents learn and perform routine administrative, secretarial, or customer service duties. As experience is gained, assignments become more varied, complex, and difficult. Frequency of work review lessens as the incumbent demonstrates skill to perform the work independently. Positions at this level usually perform most of the duties required of the positions at the senior level but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern.

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:

- Responds to customer complaints regarding District services; resolves a variety of problems related to accurate meter readings, high water consumption, delinquent customer accounts, non-reads, improper billings, and other functions as they arise.
- Communicates with customers, face-to-face and via the telephone, to discuss and resolve problems and concerns.
- Receives and processes service requests, collects appropriate funds, and coordinates establishment of services with other District staff via dispatched radio messages.
- Coordinates resolution to problems regarding meter location, type of installation and costs, and meter size with Management, Operations, and Engineering personnel.

- Researches and applies District policies and regulations regarding establishment and maintenance of services.
- Audits meter readings, processes and collects billing payments, and maintains a balanced cash drawer.
- Compiles and tabulates information for monthly and annual reports.
- Performs nightly building lock-up procedures.
- Maintains all correspondence, customer complaint, and periodical files.
- Maintains regular attendance and adherence to prescribed work schedule to conduct job responsibilities.
- Performs related duties as assigned.

Knowledge of:

- Broad overall District operations at a basic level including the 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.
- 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 oral presentations; listen to others, 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.

MINIMUM QUALIFICATIONS

Education and Experience:

Any combination of education, experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required 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:

Two (2) 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

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 accommodation 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: October 1993, December 2001, January 2007, August 2023

- Approval/Adoption date: December 18, 2024