



ROWLAND WATER DISTRICT

CUSTOMER SERVICE REPRESENTATIVE I

Definition

Under general supervision, provides a variety of customer service duties, involving the processing of water applications and billings; responds to general customer complaints and inquiries; performs related work as assigned or required.

Position Characteristics

This position may be filled by an applicant with varying levels of experience. Depending on assignment, duties may include, but are not limited to the following:

Customer Service Representative, initially under close supervision, will learn District procedures. As experience is gained, there is greater independence of action within established guidelines.

The position is characterized by the presence of fairly clear guidelines from which to make decisions and the availability of supervision in non-routine circumstances.

This position serves a mandatory six (6) month probationary period.

Example of Duties And Responsibilities – Duties may include, but are not limited to, the following:

- Maintains and balances cash drawer; accepts and processes all payments
- Accepts and processes applications for new services; inputs new account information and checks for accuracy; files all supporting documents.
- Processes requests from customers to discontinue service; obtains accurate and complete closing bill information; enters information into computer; files all supporting documents.
- Uses computer to retrieve data to prepare delinquency notices, turn-off list, and closing bills
- Uses computer and manual records to research status of accounts to answer inquiries.
- Analyzes and responds to customer service inquiries and complaints regarding new and closed accounts, delinquent accounts, billing, adjustments, meter reading errors and other issues by using knowledge of applicable rules, policies and rate schedules, or makes referrals to appropriate personnel.
- Generates monthly list of customer deposits held in accordance with District policy and evaluates application of deposits held.

Example of Duties And Responsibilities (continued):

- Load, unload and maintain automated meter readers.
- Prepare and review meter reading reports, evaluate discrepancies, prepare and distribute work orders for meter re-reads to correct inaccurate readings and ensure billing accuracy
- Upload billing information for water bills using computer terminal
- Basic account reconciliation procedures.
- Performs a variety of office support work such as opening, sorting and distributing mail, typing letters, filing records, processing work orders, answering District phones and routine calls, and other office duties for office and field personnel
- The job duties require the ability to lift items weighing up to 40 pounds, hearing and vision within normal ranges, the ability to stoop, kneel, sit, stand and crouch during daily work routine.
- Maintains a clean work area and performs basic routine maintenance to miscellaneous office equipment

Qualifications

Ability to demonstrate the knowledge and skills necessary to accurately perform the duties as outlined and to progress with new technology related to this field.

Knowledge of:

- Principles and practices of customer service activities.
- District policies, procedures and regulations related to services and charges.
- Proper telephone etiquette.
- Software applications.

Skill In:

- Ability to communicate clearly and effectively orally and in writing.
- Interpreting, applying and explaining policies, procedures and regulations relating to customer service activities.
- Dealing courteously and tactfully with customers, on the telephone and in person, occasionally in situations which may be strained.
- Balancing receipts, making accurate calculations and maintaining accurate records.
- Ability to work independently and make effective decisions within procedural guidelines.
- General knowledge of accounting, business and standard office practices and procedures.
- Ability to analyze customer service problems, evaluate alternatives and make appropriate recommendations.
- Establishing and maintaining effective working relations with those contacted in the course of work.
- General computer operation and word processing. Operate 10-key calculator by touch.

Education and Experience:

Equivalent to graduation from high school. In addition to the requirements listed above, one year experience in a position equivalent to the District's Customer Service Representative Position.

Overtime Assignments

The purveyance of water is a vital service to the community and as such requires the availability of District personnel at all times. Consequently, employees will be required to respond to emergency calls, accept periodic overtime assignments, and perform any and all duties deemed necessary by the District. Lacking a bona fide excuse satisfactory to the District, a failure to report when called could result in termination.

Fair Labor Standards Act

For the purposes of the Fair Labor Standards Act, this position shall be considered a General Employee Unit, "non-exempt" position.

Equal Opportunity Employer:

Rowland Water District is an equal opportunity employer, and does not discriminate in hiring, training, promotion, compensation or terms of employment on the basis of race, religious creed, color, national origin, ancestry, physical handicap, medical condition, marital status or sex.

Americans with Disabilities Act

The District will make such reasonable accommodation to enable persons with disabilities to fulfill the requirements of the position in accordance with the Americans with Disabilities Act of 1990.

*Job Descriptions only present a descriptive summary of the range of duties and responsibilities for the specified position. Therefore, Job Descriptions **may not include all** duties performed by individuals holding the position. In addition, job descriptions are intended to outline the **minimum** qualifications necessary for entry into the position and do not necessarily convey the qualifications of incumbents within the position. Job Descriptions shall be periodically reviewed and updated by the General Manager.*

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

Employee Signature

Date

Supervisor Signature

Date