



ROWLAND WATER DISTRICT

SENIOR CUSTOMER SERVICE REPRESENTATIVE

Definition

Under general supervision, helps direct and perform the most complex and specialized work tasks while exercising broader discretion and independent judgment within established guidelines. At this level, this position will maintain the general cohesiveness of the Customer Service group while performing such duties as training, scheduling, review and coordination of daily activities such as billing and work order completion, the integration of new service accounts and technologies, products, services, and performs a variety of tasks relative to assigned area of responsibility.

Position Characteristics

This position is the lead in the Customer Service Department. Direct supervision is received from the Accounting/Customer Service Manager. Technical or functional work direction may be provided to Customer Service Representatives and to field personnel.

At this level, this position may help direct the work of Customer Service Representatives, in addition to performing the same work. This position will provide coaching and guidance to representatives, take responsibility for resolving escalated customer complaints and disputes and handles difficult customer delinquency and billing issues.

The Sr. Customer Service Representative is distinguished from the Customer Service Representative I position in that this position is the lead role by providing direction with the technical and functional work on a day-to-day basis and performs the more difficult and complex customer relations situations requiring greater experience and independent judgment.

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

Example of Duties and Responsibilities

Depending on assignment, duties may include, but are not limited to the following:

- Assists supervisor in planning and implementing work programs and Customer Service activities; makes recommendations for improved job procedures and products.

Example of Duties and Responsibilities (continued):

- Trains and orients new and existing staff in job skills, use of new tools and equipment, and safety practices and procedures in addition to regular Customer Service activities.
- Maintains the daily schedule to ensure complete coverage for our customer base; oversees coordination with the Accounting/Customer Service Manager of special needs for that day and assignments.
- Monitors progress and status of assigned tasks to ensure productivity and quality of performance.
- Assist supervisor with accounting job duties.
- 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.
- 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.
- Accounting procedures.

Skill In:

- Analyzing complex customer service problems and recommending solutions.
- Exercising independent judgment and initiative within established guidelines.
- Training and orienting new and existing employees.
- Directing and guiding the work of others.
- Interpreting and explaining District policies to customers, and dealing with them in a tactful and courteous manner.
- 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, three years' experience in a position equivalent to the District's Customer Service Representative I position and a minimum of one year in a leadership 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.*