



ROWLAND WATER DISTRICT

CUSTOMER SERVICE REPRESENTATIVE I (PART TIME)

Definition

Under general supervision, this part-time position 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:

- Accepts and processes applications for new services; inputs new account information and checks for accuracy; maintains cash drawer and accepts payments for services.
- Processes requests from customers to discontinue service; obtains accurate and complete closing bill information; enters information into computer.
- Uses computer terminal and manual records to research status of accounts to answer inquiries.
- Analyzes and responds to customer service inquiries and complaints regarding billings; interprets customer accounts 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.
- Prepares turn-off list; posts and files service documents.
- Assists in the preparation of customer bills, including delinquency notices, closing bills and turn-off notices; enters and retrieves data from computer and uses computer to produce reports.
- Maintains a clean work area and performs basic routine maintenance to miscellaneous office equipment.

Example of Duties And Responsibilities (continued):

- Assists in performing a variety of typing, filing and other office duties for office and field personnel and operates office machines.
- Performs a variety of office support work such as opening, sorting and distributing mail, filing records, processing work orders, answering District phones and routine calls, balances payments received to billing stubs and balances cash drawer.
- Communicates with customers about new and closed services, delinquent accounts and adjustments, meter reading errors and other issues related to service levels and billings.
- 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.
- Load, unload and maintain automated meter readers.
- Prepare and review Edit Reports and ensure billing accuracy.
- Prepare water bills, using computer terminal.
- Basic account reconciliation procedures.
- Review meter reading reports, evaluate discrepancies, verify accuracy; prepare and distribute work orders for meter re-reads to correct inaccurate readings.

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