



POSITION DESCRIPTION

TITLE: CUSTOMER SERVICE REPRESENTATIVE I AND II
REPORTS TO: Customer Service and Public Affairs Supervisor
GRADE: 2, 3
FLSA: Non-Exempt
CONFIDENTIAL: Yes

SUPERVISORY RESPONSIBILITIES

DIRECT: None
INDIRECT: None

MINIMUM QUALIFICATION REQUIREMENTS

Unless required by law, experience and education may be substituted for each other upon approval by the General Manager or their designee. Certifications required by law for the position must be obtained within first year in the position.

EDUCATION: High School diploma or equivalent. Valid California driver's license and proof of insurability are required. Standard First Aid and CPR certifications are required.

EXPERIENCE: Customer Service Representative I: Entry level classification in the Customer Service Representative series performing general and account service support, and customer billing. Minimum of one year of experience responding to customer inquiries within a customer service environment; excellent verbal and written communication skills; proven ability to organize and manage competing priorities; comprehensive ability to effectively utilize a personal computer and windows applications. Ability to constructively deal with conflict and provide effective resolutions.

Customer Service Representative II: Advanced level classification in the Customer Service Representative series capable of performing the full range of customer service duties such as customer service, billing, and account support duties. Minimum of three years of experience responding to customer inquiries within a customer service environment; excellent communication and verbal skills, proven ability to organize and manage competing priorities; comprehensive ability to effectively utilize a personal computer and Windows applications. Positions at this level are distinguished from the entry level classification by the performance of the full range of duties assigned, working independently, applying well-developed customer service knowledge, coordinating coverage during breaks, coordinating daily tasks, and exercising judgment and initiative. Ability to achieve a State of California Water Distribution Operator Level 1 certification after appointment is desirable.

CONTACT RESPONSIBILITY

INTERNAL: Interaction with Supervisor to receive general work assignments and address administrative or technical issues; District personnel to coordinate assignments and resolve technical and billing issues, adjustments, and related issues; all other District personnel as required.

EXTERNAL: Interaction with customers to discuss and resolve their questions and issues; other public agencies to research customer inquiries; external mail, print house, and/or computer consultants to obtain assistance on system operations; others as required by position duties.

PHYSICAL REQUIREMENTS

Good hearing, eyesight, and speech; excellent ability to communicate both verbally and in writing; able to operate a computer keyboard and peripherals; able to tolerate periods of continuous sitting; may on an infrequent basis assist with lifting up to 50 pounds.

ENVIRONMENTAL CONDITIONS

Work is primarily performed within an enclosed office setting with lighting and ventilation. Subject to conversational noise from other personnel within the facility, along with standard background noise found in an office environment. Subject to long periods of sitting and exposure to computer screen. When performing work outside the facility, subject to variable weather conditions and possible exposure to heavy equipment, dust, fumes, odor, and noise. Appropriate personal safety equipment is provided.

DETAILED DUTIES AND RESPONSIBILITIES - ESSENTIAL FUNCTIONS

This at will position responsibilities include handling all matters pertaining to customer service for the District. This position is expected to support the District Strategic Plan and Mission Statement by remaining informed and involved and exhibit a willingness to assure successful interpersonal and interdepartmental relations. A working knowledge and understanding of District safety rules and regulations, as well as active participation in the District's safety programs is necessary. Stable, reliable attendance is required.

The following tasks are typical for this classification. Incumbents may not regularly perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business or staffing needs and changing business practices as defined by the General Manager.

% TIME TASKS

LEVEL

I II

20%	10%	Performs general administrative support: <ul style="list-style-type: none">• Promptly answers incoming calls, greets visitors, and directs inquiries to appropriate departments.• Processes customer payments through the cash register.• Receives and processes incoming, outgoing, and returned mail.• Monitors and maintains adequate quantities of office supplies.• Prepares a variety of forms and documents such as correspondence, notices, schedules, service information, and requests using word processing, spreadsheets, and billing software.• Maintains departmental files and records in compliance with retention requirements.• Participates in training events and meetings.• Prepares a variety of reports, at management request.• Proposes updates to policies and procedures when appropriate.• Represents the District in a professional manner.
50%	40%	Directly interacts with the customers to assist with questions and issues regarding District services. <ul style="list-style-type: none">• Determines the nature of, researches, and promptly responds to customer inquiries utilizing the District's customer information system, online portals with payment and water consumption data, information provided by other departments about field work or District services, and applies District policies to the subject

matter at hand.

- Troubleshoots issues presented by customers and prepares service orders to dispatch field personnel when necessary.
- Coordinates with other personnel as needed, including to relay information on customer inquiries and service requests.
- Notifies customers via email, letter, phone, and/or automated call of past due balances, water waste, irregular water use, disconnection of service, service interruptions, and other information related to District services.
- Enters, processes, and updates all required information in the District's customer information and billing software in a timely and accurate manner.
- Transfers balances between customer accounts when appropriate.
- Assists with District Agricultural Program.

- 20%** **40%** Performs billing activities for the District:
- Prepares timely and accurate monthly bills for all customers and final bills for closed accounts.
 - Prepares and sends electronic files for bill creation.
 - Reviews billing reports, researches, corrects, and resolves customer billing problems.
 - Monitors past due accounts and prepares delinquent notices, returned payment notices, disconnection notices, and liens.
 - May adjust delinquent charges or arrange for a payment schedule, within scope of authority.
 - Interacts with Field Services Technicians to resolve meter issues that affect billing.
 - Processes customer refunds on closed accounts.

DETAILED DUTIES AND RESPONSIBILITIES - NON-ESSENTIAL FUNCTIONS

- 10%** **10%** Performs all related duties as assigned.