VALLECITOS WATER DISTRICT

CUSTOMER SERVICE REPRESENTATIVE I/II

DEFINITION

Under close supervision, provides a variety of routine customer service and office support for assigned Customer Service functions; performs customer service duties which involve handling inquiries from the public, both in person, over the telephone, and via e-mail; receives customer payments and prepares and maintains customer account records relating to water and wastewater service; performs related duties as required.

CLASS CHARACTERISTICS

Customer Service Representative I is the entry level class for the Customer Service Representative series. Initially under close supervision, incumbents learn office and District procedures. Incumbents will perform customer service related functions. As experience is gained, there is greater independence of action within established guidelines.

Customer Service Representative II is the journey level class of this series, performing a variety of customer service and office support duties. All positions are characterized by the presence of fairly clear guidelines from which to make decisions and the availability of supervision in non-routine circumstances. This class is distinguished from the Customer Service Representative III, which performs bill processing and difficult customer service situations.

ESSENTIAL FUNCTIONS

Essential functions include, but are not limited to, the following:

- Provides information regarding water and wastewater service to the public or to District staff that requires the use of judgment and the interpretation of policies, rules, or procedures;
- Receives customer payments and other District monies and issues receipts; processes payments received by mail; explains online bill payment system; sets up and cancels service at customer’s request; processes new service applications and a variety of customer account documents and records;
- Receives customer complaints and notifications of problems via telephone, face-to-face, and e-mail contact; determines nature of problem and gives information or dispatches to appropriate department; logs all complaints;
- Researches and assembles information from a variety of sources for the completion of forms or the preparation of reports;
- Balances cash receipts and cash drawer; prepares bank deposits; performs related cashiering duties;
- Researches billing issues at customer request; enters payments, charges, and other data into utility billing system; processes returned checks; processes and schedules meter locks for non-payment;
- Performs a variety of general office support work such as organizing and maintaining various files; completing form letters; and proofreading and checking materials for
accuracy, completeness, and compliance with District policies and regulations;
▪ Operates copiers and a variety of office equipment;
▪ Performs duties in a professional manner and works well with others or in a team setting;
▪ Establish and maintain cooperative working relationships with co-workers, outside agencies, and the public;
▪ Regular attendance and adherence to prescribed work schedule to conduct job responsibilities;
▪ Observes safe work practices and safety methods; performs other duties as assigned.

QUALIFICATIONS GUIDELINES

Knowledge, Skills, and Abilities

Knowledge of:
▪ Customer service techniques, including face-to-face, telephone, and e-mail;
▪ Correct business English usage, including spelling, grammar, punctuation, and vocabulary;
▪ Basic business data processing principles and the use of computer software and hardware;
▪ Business arithmetic including percentages and decimals;
▪ Customer Service techniques, in person and on the telephone;
▪ Office practices and procedures including filing and the operation of standard office equipment;
▪ Policies and procedures related to billing and customer service.

Ability to:
▪ Communicate clearly and concisely, both orally and in writing;
▪ Write reports and keep accurate records;
▪ Accurately count, record, and balance cash transactions and other monies received; perform mathematical computations;
▪ Communicate effectively with a variety of personnel and establish/maintain effective working relationships with fellow employees and the public;
▪ Explain and apply policies and procedures; understand and follow verbal and written directions;
▪ Operate a computer and use a variety of computer software; type correspondence and forms; enter data for computer processing with speed and accuracy;
▪ Operate a calculator and other common office machines;
▪ Resolve customer service problems effectively and tactfully, occasionally in strained situations;
▪ Use initiative and sound independent judgment within established guidelines.

Education & Experience

Any combination of education or experience that would likely provide the necessary knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be: high school graduation or equivalent and;

▪ Customer Service Representative I: six months’ experience in customer service or explaining policies and procedures to the public.
▪ Customer Service Representative II: two years of customer service, financial clerical, or office assistant experience or two years of experience equivalent to the District's
Customer Service Representative I.

Licenses, Certificates, and Special Requirements

- English/Spanish bilingual preferred.
- None required; however, position-related certificates and licenses will be noted.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Employees may be required to wear and/or use personal protective and other safety equipment. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit; talk or hear; use hands and fingers to grasp and feel objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to walk. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Environment: Office environment. Frequently works in or around areas with minor amounts of dust. Some work done on ladders up to 4 feet above ground. Noise level is usually quiet.

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

____________________________________________________________________
Employee Signature Date

____________________________________________________________________
Supervisor Signature Date

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.