VALLECITOS WATER DISTRICT

SENIOR CUSTOMER SERVICE REPRESENTATIVE

DEFINITION

Under general supervision, provides a variety of complex customer service and office support related to customer accounts; prepares monthly customer utility bills; serves as lead worker over other Customer Service Representatives; performs related duties as required.

CLASS CHARACTERISTICS

Senior Customer Service Representative is the lead level of the series; performs a variety of complex customer service and utility billing duties, including processing monthly bills; acts in the absence of the Customer Service Supervisor; and assists with training staff. This position is distinguished from the Customer Service Supervisor, which is the first line supervisory level and oversees all aspects of the department.

ESSENTIAL FUNCTIONS

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

- Serves as lead worker over other Customer Service Representatives; schedules, assigns, and monitors work; trains Customer Service staff; ensures compliance with District policies; provides guidance and direction to Customer Service staff in supervisor’s absence; assists supervisor as needed; provides technical assistance to staff; ensures that safe work methods are followed and that appropriate safety precautions and equipment are utilized;
- Prepares monthly customer bills, including delinquency notices; proof meter readings and researches apparent billing problems; enters payments, meter readings, charges, and other data into utility billing system;
- Performs customer service work in such areas as accounts receivable for monthly utility billing; reviews customer account documentation; provides customers with account information based on usage;
- Prepares database queries, creates database reports, researches records, and analyzes gathered data related to audits, rates, and billing;
- Calculates monthly sewer service charges for accounts with sewer flow meters and inputs service fee and capacity rights information into the billing system;
- Reviews and reconciles varied reports, and related data; maintains varied subsidiary ledgers, reviewing, and reconciling reports and information and posting data as required;
- Receives elevated customer complaints regarding billing; may provide temporary and vacation relief to other Customer Service staff as assigned;
- Researches and assembles information from a variety of sources for the completion of forms or the preparation of reports; provides and receives exchange reads information;
- Provides information to the public or to District staff that requires the use of judgment and the interpretation of policies, rules, or procedures;
- Performs a variety of general office support work such as organizing and maintaining various files; typing correspondence, reports, forms, and specialized documents; 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 principles and practices;
- Principles of utility billing;
- Basic auditing principles and practices;
- Office management practices and procedures, including filing and the operation of standard office equipment;
- Business arithmetic including percentages and decimals;
- Correct business English usage and the standard format for typed materials;
- Policies and procedures related to the duties of Customer Service division;
- Basic office equipment and computer software;
- Customer service techniques, in person and on the telephone.

Ability to:
- Communicate clearly and concisely, both orally and in writing; explain and apply policies and procedures;
- Function in a leadership role contributing to the efficient and effective operations of the department;
- Analyze data and draw logical conclusions;
- Communicate effectively with a variety of personnel; establish and maintain effective working relationships with fellow employees and the public;
- Perform clerical accounting work skillfully and accurately;
- Understand and follow verbal and written directions; work independently; use initiative and sound independent judgment within established guidelines;
- Perform mathematical computations;
- Write reports and keep accurate records;
- Operate a computer and use a variety of computer software; perform data entry with speed and accuracy; type correspondence and forms;
- Operate a cash register, calculator, and other common office machines;
- Resolve customer service issues effectively and tactfully, occasionally in strained situations.

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 two years of experience equivalent to the District's Customer Service Representative III.
Licenses, Certificates, and Special Requirements

- English/Spanish bilingual desirable;
- None required; however, position-related certificates or 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.