VALLECITOS WATER DISTRICT

CUSTOMER SERVICE REPRESENTATIVE III

DEFINITION

Under general supervision, provides a variety of routine to difficult customer service, which involves communicating with the public; reviews and maintains customer account records related to water and wastewater service; prepares final bills for closed accounts; provides temporary relief to lower level Customer Service staff as assigned; performs related duties as required.

CLASS CHARACTERISTICS

This is the advanced journey level class of this series, performing a variety of complex customer service duties; provides customer service in difficult situations; processes closed account utility bills; and may assist with training less experienced department staff. This position is distinguished from the Senior Customer Service Representative, which serves as lead worker in the department and performs duties related to monthly billing of accounts.

ESSENTIAL FUNCTIONS

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

- Prepares customer final bills, including delinquency notices and turn-off notices; proofs data entry for customer final billings; enters payments, charges, and other data into a utility billing system;
- Performs responsible customer service work in such areas as utility billing accounts receivable and billing of closed accounts; reviews customer account documentation; provides customers with account information based on usage;
- Composes letters regarding capacity deficiencies and monthly sewer service charges related to water service agreements; performs follow-up contact to discuss details of requirements as needed; documents customer contact and maintains customer files;
- Provides temporary and vacation relief throughout Customer Service department, including greeting customers, answering telephones, providing quality customer service; and receiving and processing payments;
- Reviews and reconciles varied reports, and related data; maintains varied subsidiary ledgers, auditing and reconciling reports and information and posting data as required; researches and assembles information from a variety of sources for the completion of forms or the preparation of reports;
- Provides information to the public or to District staff that requires the use of judgment and the interpretation of policies, rules, or procedures;
- Reviews agriculture accounts for compliance with active agriculture program; tracks allotment during period of drought;
- 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 and utility billing principles and practices;
▪ 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 computer software, including spreadsheets and word processing;
▪ 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;
▪ Understand and follow verbal and written directions; work independently; use initiative and sound judgment within established guidelines;
▪ Communicate effectively with a variety of personnel and maintain effective working relationships with fellow employees and the public;
▪ Analyze data and draw logical conclusions;
▪ Perform mathematical computations;
▪ Accurately count, record, and balance cash transactions and other monies received;
▪ Write reports and keep accurate records;
▪ Perform data entry with speed and accuracy; type correspondence and forms;
▪ Operate a computer and use a variety of computer software; operate a cash register, calculator, and other common office machines;
▪ Perform clerical accounting work skillfully and accurately;
▪ 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 II.

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.