

SENIOR CUSTOMER SERVICE REPRESENTATIVE

Definition

Under general supervision; to perform a variety of general office functions including receiving and processing service requests; to perform fiscal recordkeeping work in maintaining and updating billing accounts; to receive and resolve complaints and questions concerning the delivery of services and status of accounts; and to do related work as required.

Examples of Duties

- Receives and processes service requests, collecting appropriate funds, and coordinates establishment of services with other District staff.
- Receives and responds to complaints about District services.
- Receives and processes billing and various other payments.
- Balances cash drawer.
- Handles a variety of problems related to accurate meter readings, high consumption, delinquent accounts, turn-ons, turn-offs, non-reads, and improper billings.
- Coordinates account status problems with district accounting staff.
- Coordinates problems of meter location, type of installation, and meter size with operations and engineering personnel.
- Determines and calculates costs for different types of installations.
- Researches and applies District policies and regulations regarding establishment and maintenance of services.
- Resolves difficulties concerning the processing of orders and delinquent accounts.
- Discusses delivery problems with appropriate management and operations staff.
- Audits meter readings.
- Meets with customers to discuss and resolve problems and concerns.
- Maintains property ownership records and account transfers.
- Maintains office maps.
- Coordinates backflow testing with meter operations.
- Responsible for District mailing activities.
- Compiles and tabulates information for monthly and annual reports.
- Follows oral and written directions.
- Assists in routine and special assignments when needed.
- May be back-up for other office positions.
- Performs special assignments as directed.

Typical Physical Activities

- Communicates orally with District management, co-workers, and the public in face-to-face, one-to-one and group settings.
- Regularly uses a telephone for communication.
- Uses office equipment such as computer terminals, copiers, and FAX machines.
- Sits for extended time periods.
- Hearing and vision within normal ranges.
- May drive vehicle in conducting District business.

Special Requirements

Possession of an appropriate California operator's license issued by the State Department of Motor Vehicles.
Possession and proof of a good driving record as evidenced by freedom from multiple or serious traffic violations or

accidents for at least two (2) years duration. The driving record will not contribute to an increase in the District's automobile rates.

Employment Standards

Knowledge of:

- Customer service procedures and the handling of complaints.
- Methods, practices, and terminology used in financial work.
- Modern office methods, practices and procedures.
- Computer hardware, software, and ten-key proficient.

Develop Knowledge of:

- Water delivery and distribution systems.
- Principles and methods used in reading meters.
- District policies and regulations regarding the establishment and maintenance of services.
- Geography of the District and the location of District facilities.
- District billing practices and fiscal recordkeeping methods.
- Computerized billing and service information systems.

Ability to:

- Perform a variety of difficult and sensitive customer service functions regarding the establishment and maintenance of District services with minimal supervision.
- Maintain and update payment and billing records, resolving problems regarding delinquent accounts.
- Research and evaluate information regarding customer service and payment problem.
- Analyze and evaluate customer complaints.
- Make arithmetic calculations quickly and accurately.
- Coordinate customer service functions with other District functions and services.
- Skillfully use computerized billing and customer information systems and software.
- Type at a rate of 45 words per minute from clear, legible copy.
- Prepare and organize a variety of information.
- Maintain tactful and good relations when working with the public regarding District services and complaints.
- Establish and maintain cooperative working relationships.

Desirable Education and Experience

Any combination of education and experience which would likely provide the necessary knowledge and abilities is qualifying.

A typical way to obtain the knowledge and abilities would be:

Two years of increasingly responsible work experience in performing customer service and relations work, involving public contact and receipt and accounting for money, preferably including experience in working with a water or wastewater treatment agency.