



## **ROWLAND WATER DISTRICT**

### **CUSTOMER SERVICE REPRESENTATIVE**

#### **DEFINITION**

Under general supervision from the Customer Service Supervisor, performs a variety of routine to complex customer service functions including answering phone calls, researching problems; responds to customer complaints and inquires; receive and reconcile payments; processes water service applications; generating service orders, prepare and review billing reports and process billing; performs other work as assigned.

#### **ORGANIZATIONAL PURPOSE**

We are devoted to caring for our neighbors and our future.

#### **EXAMPLE OF DUTIES**

The following are duties performed by employees in this class. Duties listed are not meant to be all-inclusive. Other duties may be required as assigned.

- Provides a customer service-oriented experience and workplace that supports the District's mission, values, and purpose statement.
- Answers direct calls to District staff, answers a broad range of general information questions about the District programs, policies and procedures, rate structure.
- Responds to customer requests in person, by telephone, mail, e-mail, or fax. Start or terminates residential or commercial water service accounts; inputs information and checks for accuracy; files all supporting documents.
- Assesses situations; determines appropriate action to defuse potentially difficult situations with customers within established guidelines; refers highly difficult issues to supervisor for resolution.
- Maintains cash drawer; accepts, processes, and reconciles all payments; prepares deposit when required.
- Perform basic account reconciliation.
- Maintains records of past due customers' accounts; generate past due notices; sets date of service shut-off for non-payment; processes NSF checks, ACH returns, and payment returns from online platform; refers delinquent closed accounts to collection agency in accordance with established District policy; reverse late fees within authority levels when warranted.
- Generates service orders for Field Service personnel and makes a record of fieldwork completed.
- Generates monthly list of customer deposits held in accordance with District policy and evaluates application of deposits held; generate monthly report for deposit and credit refunds.

### **EXAMPLE OF DUTIES (continued)**

- Load, unload and maintain automated meter reads by AMI.
- Analyze, interpret, and communicates automated meter reads to customers.
- Review's data transferred from meter reading and customer service input to assure accuracy. Investigates and troubleshoots billing issues. Conducts research, generates computer queries, and analyzes data to detect anomalies and determine the cause for billing inaccuracies. Carries out activities to compute and generate customer billings.
- Gather, analyze, and prepare documents or spreadsheets for special reports and studies when required.
- Perform a wide variety of administrative tasks including composing letters, memos, and data entry, maintain files, and sort mail.
- Performs basic routine maintenance to miscellaneous office equipment.

### **EMPLOYMENT STANDARDS**

#### **Knowledge of:**

- Rowland Water District's organizational purpose.
- Principles, practices, methods, and techniques used to provide and maintain an excellent level of customer service.
- District policies, procedures and regulations related to services and charges.
- Geography of the District and the location of District facilities.
- Practices and procedures related to accounting for receipts and cash handling techniques.
- Professional standards of sound business communication.
- Correct use of English, including spelling, grammar, and punctuation.
- Basic business letter writing and standard format for reports and correspondence.
- Procedures for record keeping.
- Basic knowledge of mathematics and accounting.
- Software applications.

#### **Ability To:**

- Operation and use of computer programs within Microsoft Office 365, including MS Word, MS Excel, and MS Outlook.
- Deal tactfully and courteously with the public and others in providing information, answering questions, and providing customer service.
- Analyze customer service problems, evaluate alternatives, and make appropriate recommendations.
- Respond to and effectively prioritize multiple phone calls and other requests.
- Communicate clearly and concisely, both orally and in writing.
- Explain District policies and procedures to customers.
- Compose routine correspondence independently or from brief instructions.
- Balance payment receipts and maintain accurate financial records.
- Perform mathematical calculations accurately and quickly.

**Ability To (continued):**

- Gather and analyze data from billing software for special reports.
- Organize work, set priorities, and meet critical time deadlines.
- Establish and maintain effective working relationships with District management, employees, customers, and others encountered in the course of work.
- Operate 10-key calculator by touch.
- Type at a rate of 50 words a minute from clear, legible copy.
- Maintain regular attendance and punctuality.

**TYPICAL PHYSICAL ACTIVITIES**

- Communicates orally with District management, co-workers, and the public in face-to-face, one-on-one, and group settings.
- Must be able to carry, push, pull, reach, bend, crouch and lift objects and supplies weighing up to 20 lbs.
- Talk and/or hear in person and by phone.
- Uses a two-way radio for communication.
- Use hands repetitively to operate computers and other standard office equipment.
- Sits and stands for extended periods of time.
- Vision within normal range.

**EDUCATION AND EXPERIENCE**

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

- High school diploma or equivalent certificate.
- Education or training in customer service, accounting, and communication principles.
- Three (3) years of progressive customer service experience; experience in a water utility is highly desirable.
- Ability to speak a second language is highly desired.

**SPECIAL REQUIREMENTS**

- Possession of a valid California Driver's License (Class C) issued by the State Department of Motor Vehicles. Proof of a good driving record, free of multiple or serious traffic violations or accidents for at least two (2) years duration.
- Required to pass a physical examination which includes an initial drug screening. The district will also conduct a comprehensive pre-employment background investigation.
- This position serves a mandatory six month at-will probationary period.

**Overtime Assignments**

The purveyance of water is a vital service to the community and as such always requires the availability of District personnel. Consequently, employees will be required to respond to emergency calls, accept periodic overtime assignments, and perform all duties deemed necessary by the District. Lacking a bona fide excuse satisfactory to the District, a failure to report when called could result in termination.

**Fair Labor Standards Act**

For the purposes of the Fair Labor Standards Act, this position shall be considered a General Employee Unit, “non-exempt” position.

**Equal Opportunity Employer**

Rowland Water District is an equal opportunity employer, and does not discriminate in hiring, training, promotion, compensation, or terms of employment based on race, religious creed, color, national origin, ancestry, physical handicap, medical condition, marital status or sex.

**Americans with Disabilities Act**

The District will make such reasonable accommodation to enable persons with disabilities to fulfill the requirements of the position in accordance with the Americans with Disabilities Act of 1990.

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