



San Juan Water District

9935 Auburn-Folsom Road
Granite Bay, California 95746
(916) 791-0115
www.sjwd.org

Customer Service Representative I Position Description

Status: Non-Exempt
Supervisor: Customer Service Manager
Effective Date: December 1, 2013

Distinguishing Characteristics

To provide customer service and assistance to the public; to respond to inquiries and complaints from customers and the general public; to receive and process payments and fees; to process new connection and permit applications; to perform a variety of clerical tasks relative to assigned area of responsibility with immediate supervision and instruction from the Customer Service Manager. This is an entry-level position in the Customer Service Representative series and is distinguished from the Customer Service Representative II and III levels by the performance of less than the full range of duties assigned at those levels. Individuals may advance to the Customer Service Representative II level after gaining one or more years of experience, completing job-related training courses, and demonstrating on the job performance, proficiency and competency.

Supervision Received and Exercised

Receives immediate supervision from the Customer Service Manager and receives technical and functional assistance from the Customer Service Representative II and/or III. Does not provide supervision to others.

Essential Duties - *Duties may include, but are not limited to, the following:*

- Provide customer service to customers and the general public in person and over the phone; respond to inquiries and complaints regarding utility services, rate structures, billing, payments, hydrant permits and service orders.
- Receive, process and document customer utility payments, fees and rebate reimbursements from partnering agencies. Payments and fees may be received by mail, phone, in person, and electronically.
- Reconcile and maintain cash drawer daily.
- Maintain customer accounts by monitoring and ensuring the accuracy of account information on a continuing basis; process requests for the start and/or cancellation of service.
- Notify customers regarding delinquent accounts, non-payments, and returned checks; apply late fees and penalties to customer accounts; follow up on payment arrangements.
- Research and investigate billing and payment inquiries; follow up with customers and apply billing adjustments as appropriate.
- Assist in resolving water-related complaints.

- Prepare, track and assign work orders related to water leaks, main and service line breaks, intract leaks, water quality, pressure, meter and register replacement, services requiring time and material tracking, and delivery of notices.
- Prepare Will Serve letters and applications and assign meters. Assist applicants with application process and respond to related inquiries.
- Prepare hydrant use permits by meter and load count and invoicing for construction water. Coordinate hydrant use with Field personnel. Maintain log of hydrant permits and water usage.
- Attend and participate in various meetings, seminars and training courses as assigned.
- Establish and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.
- Perform related duties as assigned.

Minimum Qualifications

Knowledge of:

- English usage, grammar, spelling and punctuation.
- Modern office procedures, methods and computer equipment, including Microsoft Office programs.
- Principles and practices of customer service.
- Methods and techniques of cash handling and reconciliation.

Ability to:

- Understand the organization and operation of the Customer Service department.
- Assist the public effectively by phone and in person.
- Understand and carryout both oral and written instructions.
- Organize and prioritize work activities.
- Learn District's administrative and departmental policies.
- Compile and maintain records and files.
- Perform basic arithmetical calculations.
- Efficiently operate computers and applicable software and 10 key.
- Initiate and maintain effective safety practices.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relations with those contacted in the course of work.

Education, Experience, Licenses and Certifications:

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Required:

- High school diploma or equivalent
- Possession of, or the ability to obtain and maintain, a California Driver's License with proof of a satisfactory driving record. Individuals who do not meet this requirement due to a physical disability will be considered on a case-by-case basis.

Desirable:

Any combination of education and experience which would likely provide the desired knowledge and abilities is acceptable. A typical way to obtain the knowledge and abilities would be:

- College level coursework in accounting, computer operations or customer service is desirable.

- Experience working with the public is desirable.

Physical Capabilities:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform functions.

<i>Physical Requirements</i>	<i>Rarely (0-12%)</i>	<i>Occasionally (12-33%)</i>	<i>Frequently (34-66%)</i>	<i>Regularly (67-100%)</i>
Seeing				√
Hearing				√
Standing/Walking		√		
Climbing/Stooping/Kneeling		√		
Lifting/Pulling/Pushing		√		
Sitting				√
Approximate Maximum Weight to Lift	50 Pounds	20 Pounds		
Fingering/Grasping/Feeling				√
Describe Working Conditions	100 Percent Indoors; frequently sit at a desk for long periods of time; frequently twist to reach equipment and perform simple grasping and fine manipulation to write and use keyboard and other office equipment.			