

INDIAN WELLS VALLEY WATER DISTRICT
Essential Function Job Description

1. **Position Title:** CUSTOMER SERVICE REPRESENTATIVE
2. **Employment Classification:** Non-Exempt
3. **Department:** Customer Services
4. **Reports To:** Customer Service Supervisor
5. **Fundamental Objective:** Under the direction of the Customer Service Supervisor, performs a variety of semi-skilled office tasks related to Customer Services.
6. **Level of Supervision Required:** Minimal. Direction is provided by the Customer Service Supervisor.
7. **Supervisory Responsibilities:** None.
8. **Essential Job Duties and Responsibilities:**
 - A. **Billing Processing/Data Entry** – Generate/assist with preparation of all original and delinquent billings and mail to customers. Prepare reading sequences and schedule and generate route sheets. Prepare delinquent turn-off notices for delivery to customers by others. Operate keyboard or other data entry device to enter data into computer database.
 - B. **Collections** - Locate and notify customers with delinquent accounts and attempt to secure payment, utilizing postal services, telephones, collection agencies and Field Service Department. Initiate and mail routine collection letters to customers, process delinquency notices.
 - C. **Cashier/Teller/Payment Processing/Data Entry** - Collect funds for payment of account billings, deposits and various service charges. Issue receipts. Balance daily collections and prepare daily bank deposits.
 - D. **Customer Service/Account Information** - Interview customers by phone and in person to receive service and billing complaints, orders for meter installation, meter verification, applications for various types of water service, meter turn-ons, discontinuance of service, billing address changes and other updates to service data. Determine applicable charges for various utility services requested. Initiate and process appropriate paperwork. Process and maintain various records and reports such as customer credit balances, customer security deposits, meter maintenance records, and meter re-read records. Within delegated limits, may

adjust accounts in regards to customer complaints concerning billing or service rendered. Refer complaints of service failures or irregularities to the appropriate departments. Track and process account deposits and account credit balances and refunds.

E. General Office - Operate a telephone, two-way radio and e-mail to communicate with field personnel, co-workers and the public. Keep various accounting records, file and sort/process mail. Make bank deposit and deliver/pick up mail at post office

F. Perform other duties as assigned.

Attendance at various meetings, including safety meetings.

All other temporary work assignments which are infrequently assigned, and not covered above, shall be considered nonessential tasks, duties or responsibilities.

9. Skills and Abilities:

A. Knowledge of:

1. Mathematical calculations to add, subtract, multiply and divide all units of measure necessary to perform the essential functions of the job. Arithmetic operations involving all American monetary units.
2. Must have knowledge of modern office technology, practices, methods and procedures.

B. Ability to:

1. Quickly and accurately perform procedures that are routine, repetitive, detailed and organized. Make decisions based on information that can be readily checked and verified. Change easily and frequently from one activity to another. Read and copy large quantities of numbers, without error. Read and understand instructions. Write and speak in English language clearly and distinctly, speaking with poise, voice control and confidence. Ability to understand and utilize the District's utility billing and related software programs and computer equipment.
2. Maintain sound client/customer relationships to ensure customer satisfaction with quality and quantity of service. Communicate with courtesy, efficiency and tactfulness with many different kinds of people, listening to customers carefully. Maintain sound and cooperative working relationships with co-workers, crew leaders and management to insure output of a good and efficient product or service. Use personal judgment and specialized knowledge to give information to people. Apply common

sense understanding to carry out instructions furnished in written, oral or diagrammatic form. Handle deadlines, deal with problems and customer complaints. Learn office policies, rules and practices. Keep written records and make written and informal oral reports.

3. Must have ability to keep financial records.
4. Proficiently use Microsoft Office products especially Microsoft Excel.

10. **Minimum Qualifications:** An equivalent combination of experience, education/training may be accepted by the General Manager. A typical way to obtain the knowledge and abilities would be:

Experience: Two years experience in the operation of a variety of office equipment and machinery and in dealing with the general public. Requires reading, mathematical, written language, and verbal skills necessary to perform the essential functions of the job.

Education: High School Graduate, or equivalent certification, required.

Certifications: None.

Licenses: None.

Must also successfully complete physical examination and possess a valid California driver's license with a driving record acceptable to the District's insurance underwriter.

11. **Physical Requirements:**

The physical requirements and physical demands placed upon this position are outlined separately. A copy of these requirements is to be attached to this job description.

CUSTOMER SERVICE REPRESENTATIVE
JOB DESCRIPTION APPROVAL

Department Manager Recommendation:

Signature: 

Date: 5-10-16

General Manager Approval:

Signature: 

Date: 10 May 2016

Received and Recorded by Human Resources:

Signature: 

Date: 5/12/16