



Fair Oaks Water District Job Description

POSITION TITLE: Customer Service Representative
DEPARTMENT: Administration
FLSA STATUS: Non-Exempt
DIRECTLY REPORTS TO: IT/Customer Service Supervisor
DIRECTLY SUPERVISES: N/A
Job Description Date: January 1, 2009
Annual Salary Range: \$34,186 - \$42,732

GENERAL STATEMENT OF JOB:

Under direct supervision of IT/Customer Services Manager, answers and/or re-directs customer service requests; answers all incoming phone calls, does clerical work involved in the keeping of billing and statistical records; receives and accounts for money; assists various billing functions; responsible for cleaning and organizing kitchen and conference room; offers administrative support to staff on an as needed basis and any other related duties that may be required.

ESSENTIAL FUNCTIONS:

The statements contained herein reflect general details as necessary to describe the principle functions of this job, the level of knowledge, the skills typically required and the scope of responsibility. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

1. Responds to public inquiries in a courteous and friendly manner; able to apply and communicate policies and regulations regarding water service, billing, and meters to customers; provides information within scope of knowledge or refers to the proper person and/or office; Greets and accommodates visitors and customers at the counter, respond to their inquiries as necessary. 1st to respond to front desk inquiries in the AM or PM.
2. Answers all phone calls (within three rings) and routes calls promptly, delivers oral and written messages. Maintain control of multi-lines; answer most radio calls and/or field office calls, first on phones in AM or P.M.
3. Open payments, noting account numbers on checks and making changes on customer accounts and responding to written requests on the receipts. Process all credit card charges per instructions and transmit to bank daily prior to 4:00 p.m. or Receive and post all payments for water bills, permits and miscellaneous fees by mail into the Receipts module, run all necessary reports and release all related batches. Endorse all checks and prepare deposit slip.
4. Log all customer requests for change of address, new homeowner, billing cycle changes and billing adjustments. Makes necessary adjustments to customer accounts within 24 hours of adjustment request.
5. Check and respond to customer service email daily.

6. Sort mail and incoming faxes, eliminating junk mail and faxes, and route to appropriate individuals.
7. Reviews Metroscan report weekly and updates affected accounts. List all accounts that have new owners, pass this information to conservation for Welcome Packets weekly within initial notification.
8. File current maps once records are updated.
9. Process duplicate, prorated bills & returned checks within 24 hours of initial notification. Make copies of returned checks. Make copies of bills prior to mailing and stamp with completion date.
10. Process all returned mail within a 24-hour period. Post action to the account.
11. Coordinates, updates and maintains customer EFT payment accounts and processes.
12. File - Payment copies, edit listings, payment invoices and customer correspondence and other administrative paperwork as needed and/or as received. Format and run utility billing account receivable trial balance reports monthly.
13. Make all necessary adjustments, levies and notes to accounts that fall into the delinquency procedure – manages the collection process which includes the posting of the late notices, disconnect letters, reminder calls, 48 hours notices and shut offs.
14. Process, file and maintain “Termination of service” letter.
15. Administers collection plans for delinquent customers, including telephone follow up, creating collection agreements. Initiate liens process when applicable. Processes timely follow up for bankruptcy collection customers. Investigates disputed bills; expedites physical property verification for property size and irrigation status and make necessary account adjustments.
16. Accept and prepare mortgage company requests for data files and respond electronically; manage mortgage request files. Make copies of all payments made by Title and Mortgage companies.
17. Maintain phone administration ie: nite mode on & off. Handles “on-call” phone administration after regular business hours as necessary, checking customer service voice mail boxes; 199 & 299.
18. Processes requests for voluntary meter billing customers; maintain data for these accounts, request meter installation and update statistics on meter installation and accuracy of meter reads. Review and maintain data and billing services for commercial meter customers. Submits service order for billing of customers to Accounts Receivable Clerk.
19. Process and file monthly “Deposit receipt” letters for disconnected accounts. Reconciles customer deposit holdings on a monthly basis; refunding deposits when eligible.
20. Check office supplies on a weekly basis, coordinating the ordering of these supplies through Purchasing Agent. Fill printers and copiers with paper first thing every morning.
21. Takes the afternoon mail to the post office at 5:00 p.m. and changes date on postage meter. Monitor postage weekly and the near cycles of large volume mailings and refill postage as needed.
22. Contact appropriate parties when office machines need servicing.
23. Assists in the maintenance of District records archiving and storage; prepares storage orders and reviews data entry file management from outside vendor. Assists with creating Admin, CS files for the new calendar year and preparing labels and files for storage at outside vendor.
24. Knowledge of Modern automated office & administrative practices, procedures, equipment and tools.
25. Knowledge of Customer Service Practices

26. Knowledge of Principles and practices of accounting, bookkeeping and collections.
27. Intermediate knowledge of current Microsoft Office Applications
28. Ability to multi-task
29. Ability to add, subtract, multiply, divide; calculate decimals, ratios, percentages, and fractions rapidly and accurately.
30. Files and maintains customer “kudos” and “concerns” letters.
31. Operates various office machines.
32. May work overtime as required and approved with additional compensation.
33. Adheres to all policies, procedures & standards of FOWD and pertinent federal, state, local laws relating to position functions.

MINIMUM TRAINING AND EXPERIENCE:

- Two-years experience processing accounts receivable.
- Two-years experience in customer service
- Intermediate to advance skill in current Microsoft Office Applications
- Graduation from high school or equivalent
- Any combination of training and experience may qualify if it would provide the skills, knowledge, and abilities to accomplish the job requirements.

SPECIAL CERTIFICATES:

- Valid California Driver's License Class C or higher.

PHYSICAL REQUIREMENTS:

- Exert light to moderate physical effort in sedentary to moderate work involving sitting most of the time, but may involve walking or standing for brief periods.
- Use fine and gross motor coordination in performing: preparing reports and walking to meetings, driving, and entering data into the computer.
- Travel infrequently by vehicle for District related duties and activities
- Coordinate eyes, hands, and fingers to perform semi-skilled tasks including typing and calculating.
- 20/20 sight preferred or equivalent using corrective lenses as necessary.
- Ability to hear low tones or directions over loud noises.

ENVIRONMENTAL ADAPTABILITY:

- Work primarily in an office environment, some outdoor work may be required.

Fair Oaks Water District is an equal opportunity employer and makes employment decisions on the basis of merit. We want to have the best available person in every job. District policy prohibits unlawful discrimination based on race, color, creed, sex, religion, marital status, age, nation origin or ancestry, physical or mental disability, medical condition including genetic characteristics, sexual orientation, or any other consideration made unlawful by federal, state or local laws. All such discrimination is unlawful. In compliance with the American Disabilities Act, Fair Oaks Water District will provide reasonable accommodations to qualified individuals with disabilities, and encourages both prospective employees and incumbents to discuss potential accommodations.

I have received, read and understand the above job description.

Name (Please Print): _____

Signature: _____

Date: _____

Supervisor Name (Please Print): _____

Signature: _____

Date: _____

General Manager: Tom R. Gray _____

Signature: _____

Date: _____