



Fair Oaks Water District Job Description

POSITION TITLE: Customer Service Administrator
DEPARTMENT: Customer Service
FLSA STATUS: Non-Exempt
DIRECTLY REPORTS TO: Operations Supervisor
DIRECTLY SUPERVISES: N/A
Job Description Date: January 1, 2009
Annual Salary Range: \$44,899 - \$56,124

GENERAL STATEMENT OF JOB:

Under direction of the Operations Supervisor administers the practices and policies of the Customer Service Department. Oversees the billing, accounts receivable and collection process for all water accounts. Participates in customer disputes, written correspondence, and account adjustments. Does clerical work involved in maintaining accurate records.

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. Bills customer accounts and prepares invoices for each billing cycle. Maintains the accuracy of correct billing amounts and timely mailing.
2. Acts as liaison with outsource billing company. Prepares, transmits and releases accurate billing files. Ensures timely mailing of invoices.
3. Uploads and downloads meter reading data in to collection system. Runs meter exception report for field follow up.
4. Administers collection process including posting and mailing of late notices, disconnect letters, 48-hour notices and water service disconnects.
5. Reconciles customer service cash drawers and maintains records.
6. Administers annual billing and collection calendar; forecast dates for: meter reading, billing, invoicing, delinquent notices and service disconnects for each billing cycle.
7. Ages the customer account balances after each billing, posts penalties, and works with the Finance department monthly to reconcile the aged trial balance report.
8. Acts as the liaison between the District and the Sacramento County Assessors office to obtain quarterly map updates of the District. Notes changes in District property and updates the billing system with accurate APN numbers and new addresses.
9. Runs a weekly Metroscan report to identify new owners; updates the billing system with accurate information and bills accordingly.

10. Coordinates, updates, and maintains customer EFT payment accounts and processes.
11. Administers the processing of duplicate bills, prorated bills, returned mail & returned checks within a 24-hour period.
12. Investigates disputed bills and misposted payments, makes necessary account adjustments.
13. Maintains phone administration i.e.: night mode, on-call, and customer service night mailbox.
14. Maintains a record of water use and operation of high consumption customers.
15. 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.
16. 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 5:00 p.m. 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.
17. Logs 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.
18. Checks and responds to customer service email daily.
19. 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.
20. Process and file monthly "Deposit receipt" letters for disconnected accounts. Reconciles customer deposit holdings on a monthly basis; refunding deposits when eligible.
21. Contact appropriate parties when office machines need servicing.
22. Knowledge of Modern automated office & administrative practices, procedures, equipment and tools.
23. Knowledge of Customer Service Practices
24. Knowledge of Principles and practices of accounting, bookkeeping and collections.
25. Intermediate knowledge of current Microsoft Office Applications
26. Ability to multi-task
27. Ability to add, subtract, multiply, divide; calculate decimals, ratios, percentages, and fractions rapidly and accurately.
28. Operates various office machines.
29. May work overtime as required and approved with additional compensation.
30. 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.
- Five-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: _____