Fair Oaks Water District
Job Description

Customer Service Representative II

DEPARTMENT:	Customer Service
FLSA STATUS:	Non-Exempt
DIRECTLY REPORTS TO:	Customer Service Manager
DIRECTLY SUPERVISES:	N/A
JOB DESCRIPTION DATE:	January 1, 2015
ANNUAL SALARY RANGE:	$42,500 - $53,500
JOB CLASSIFICTION:	Regular Full-Time

GENERAL STATEMENT OF JOB:

Under direct supervision of the Customer Service Manager performs billing, accounts receivable and collection process for all water accounts. Participates in reviewing customer complaints and responds accordingly. Does clerical work involved in maintaining accurate records, answers and/or re-directs customer service requests; receives and accounts for money; assists with various billing functions. Offers administrative support to staff as needed and performs 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. Bills customer accounts and prepares invoices for each billing cycle. Maintains the accuracy of correct billing amounts and timely mailing.
2. Prepares, transmits and releases accurate billing files. Ensures timely mailing of invoices.
3. Administers collection process including posting and mailing of late notices, disconnect letters, 48-hour notices and water service disconnects.
4. Runs a weekly RealQuest report to identify new owners; updates the billing system with accurate information and bills accordingly.
5. 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.
6. Open payments, noting account numbers on checks and making changes on customer accounts and responding to written requests on the receipts. Processes all credit card charges per instructions and transmits to bank daily prior to close. Receives and post all payments for water bills, permits and miscellaneous fees by mail into the Receipts module, runs all necessary reports and releases all related batches. Endorses all checks and prepares deposit slips for banking.
7. Coordinates, updates, and maintains customer EFT payment accounts and processes.
8. Administers the processing of duplicate bills, prorated bills, returned mail & returned checks within a 24-hour period.
9. Investigates disputed bills and misposted payments, makes necessary account adjustments.
10. Maintains phone administration i.e.: night mode, on-call, and customer service night mailbox.

11. 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.
12. Checks and responds to customer service email daily.
13. Contact appropriate parties when office machines need servicing.

ABILITY TO:

- Work flexible schedule, including occasional evenings and weekends.
- Perform a variety of difficult and sensitive customer service functions regarding the establishment and maintenance of District services.
- Research and evaluate information regarding customer service and payment problems.
- Adhere to all policies, procedures & standards of FOWD and pertinent federal, state, and local laws relating to position functions.
- Maintain and update payment and billing records, resolving problems regarding delinquent accounts.
- Analyze and evaluate customer complaints
- Make arithmetic calculations quickly and accurately.
- Coordinate customer service functions with other District functions and services
- Skillfully use computerized billing and customer information systems and software.
- Maintain tactful and good relations when working with the public regarding District services and complaints.

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: Possess and maintain a valid California Driver's License and a safe driving record

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.
- Hearing and vision within normal ranges with or without correction.

ENVIRONMENTAL ADAPTABILITY:

- Work primarily in an office environment, some outdoor work may be required.
- Irregular or extended work hours: Occasionally required to change working hours or work overtime.

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: _____