



Fair Oaks Water District Job Description

Part-Time Customer Service Representative

DEPARTMENT: Customer Service
FLSA STATUS: Non-Exempt
DIRECTLY REPORTS TO: Customer Service Manager
DIRECTLY SUPERVISES: N/A
JOB DESCRIPTION DATE: January 1, 2015
HOURLY WAGE RANGE: \$20.00 - \$25.00 per hour
JOB CLASSIFICATION: Part-time

GENERAL STATEMENT OF JOB:

Under direct supervision of Customer Service 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. Process duplicate bills, prorated bills, and 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.
8. Process all returned mail within a 24-hour period. Post action to the account.
9. Coordinates, updates, and maintains customer EFT payment accounts.
10. File - Payment copies, edit listings, payment invoices and customer correspondence and other administrative paperwork as needed and/or as received.
11. Administers collection plans for delinquent customers. Investigates disputed bills; expedites physical property verification for property size and irrigation status and make necessary account adjustments.
12. Files and maintains customer correspondence.

ABILITY TO:

- Work flexible schedule, including occasional evenings and weekends.
- 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.
- 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: 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, and 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:
