



Fair Oaks Water FOWD Job Description

Technology Specialist Customer Service

DEPARTMENT: Customer Service
FLSA STATUS: Non-Exempt
DIRECTLY REPORTS TO: Operations Manager
DIRECTLY SUPERVISES: N/A
JOB DESCRIPTION DATE: January 1, 2026
ANNUAL SALARY RANGE: \$62,899.20 - \$84,884.80
JOB CLASSIFICATION: Regular Full-Time

General Statement of Job

Under direct supervision of the Operations Manager, performs billing, accounts receivable and collection process for all water accounts with the Fair Oaks Water District (FOWD). Regularly resolves and responds accordingly to more difficult and complex customer service complaints requiring advanced knowledge of policies and procedures relative to customer service. Perform a variety of complex clerical and account maintenance duties. Performs and leads clerical work involved in maintaining accurate records, answers and/or redirects customer service requests; receives and accounts for money; assists with various billing functions. Provides specialized technology-oriented support. Offers administrative support to managers or others when requested and performs any other related duties that may be required.

Essential Functions

The statements contained herein reflect general details as necessary to describe the primary 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. Provides leadership and support to Customer Service staff to ensure customer service calls and in-person requests are answered in a timely, efficient, and knowledgeable manner. Responds to customer service escalations.
2. Responds to public inquiries in a courteous and friendly manner; ability 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 FOWD staff member; Greets and accommodates visitors and customers at the counter, respond to their inquiries as needed.
3. Ensures timely processing of all payments received.
4. Works directly with FOWD technology vendors to provide support and routine maintenance.
5. Provides basic onsite information technology support.
6. Provides basic set-up and support for FOWD landline and cell phone software programs.
7. Maintains and updates content on FOWD website as directed by management.
8. Coordinates and communicates routine billing software and hardware computer issues with FOWD vendors for resolution.

9. Supports staff training sessions related to information technology.
10. Provides recommendations to the management team as requested for the planning of FOWD technology systems and customer service needs.
11. Provides business process review and feedback; recommends improvement ideas to management.
12. Provides weekly social media updates to management related to FOWD operations.
13. Bills customer accounts and prepares invoices for each billing cycle, following the billing procedure to ensure accuracy.
14. Prepares, transmits, and releases accurate billing files. Ensures timely mailing of invoices.
15. Administers collection process including posting and mailing of late notices, disconnect letters, final notices, water service disconnects and lien of property in accordance with FOWD policies.
16. Coordinates, updates, and maintains customer EFT payment accounts and processes.
17. Administers the processing of duplicate bills, prorated bills, returned mail and returned checks within a 24-hour period.
18. Investigates disputed bills and payments; makes necessary account adjustments as approved by management.
19. Assists customers in establishing or maintaining an account in the online billing portal.
20. Responds to the more complex and difficult customer inquiries and complaints pertinent to billing, fees, rate structures, and water services.
21. Prepares a variety of reports as directed.
22. Reviews County Records as required for ownership change information. Initiates ownership change process for new owners. Makes copies of returned checks. Makes copies of bills prior to mailing and stamps with completion date.
23. Logs customer requests for change of address, new homeowner, billing cycle changes, and billing adjustments. Make necessary adjustments to customer accounts within 24 hours of adjustment request.

Other Duties

1. Checks and responds to customer service email and voice mail daily.
2. May coordinate agendas and participate in conducting customer service meetings.
3. Assists with and coordinates billing cycles.
4. Ensures adequate billing postage and supplies are always available to FOWD staff.

Job Standards/Specifications

Knowledge of:

- Basic troubleshooting methodologies for hardware, software, and networks.
- Routine website maintenance.
- Advanced principles and practices of customer service procedures and methods of resolving complaints.
- Current billing practices and financial recordkeeping methods.
- Computerized customer service and data management information systems.
- Intermediate research techniques.

Ability to:

- Troubleshoot and provide feedback on routine hardware/software issues effectively.

- Research and analyze routine technology issues for resolution.
- Communicate effectively and maintain positive relationships with others.
- Explain and interpret policies, regulations, and procedures.
- Review, analyze, prepare, and propose revisions to business procedures.
- Analyze data, exercise judgment, and draw logical conclusions.
- Research, analyze and evaluate information regarding complex customer service and payment problems for proposed resolution.
- Maintain accurate records and files.
- Maintain and update payment and billing records, resolving problems regarding delinquent accounts.
- Coordinate customer service functions with other FOWD departments.
- Skillfully use computerized billing and customer information systems and software.
- Maintain tactful and good relations when working with the public regarding FOWD services and complaints.

Typical Physical Activities

- 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 preparing reports and walking to meetings, driving, and entering data into the computer.
- Travel infrequently by vehicle for FOWD 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 Factors

- 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.

Desired Qualifications

- Bachelor's degree in business administration or related field.
- Minimum of five (5) years of customer service experience.
- Minimum of two (2) years of experience in a lead customer service role.
- Advance skill in current Microsoft Office Applications.
- Intermediate experience in website maintenance.
- Experience in maintaining, evaluating, and troubleshooting technology systems.
- Any combination of education, training and experience may qualify if it would provide the skills, knowledge, and abilities to accomplish the job requirements.

Required Licenses/Certifications

- Graduation from high school or equivalent.
- Valid CA Driver's License.

Fair Oaks Water FOWD is an equal opportunity employer and makes employment decisions based on merit. We want to have the best available person in every job. FOWD 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 FOWD 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:

Manager: Shawn Huckaby

Signature:

Date:

General Manager: Tom R. Gray

Signature:

Date:
