



Fair Oaks Water District Job Description

Customer Service Representative I

DEPARTMENT: Customer Service
FLSA STATUS: Non-Exempt
DIRECTLY REPORTS TO: Operations Manager
DIRECTLY SUPERVISES: N/A
JOB DESCRIPTION DATE: April 28, 2026
ANNUAL SALARY RANGE: \$46,945.60 - \$63,315.20
JOB CLASSIFICATION: Regular Full-Time

General Statement of Job

Under the direct supervision of the Operations Manager, this position is responsible for providing frontline customer service support for the Fair Oaks Water District (FOWD). Duties include responding to customer inquiries, answering, and routing phone calls, performing clerical and billing-related tasks, receiving, and accounting for payments, and maintaining accurate customer and financial records. The position also provides administrative support to staff and performs other related duties as assigned.

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. Responds to public inquiries in a courteous and professional manner; applies and clearly communicates policies and regulations related to water service, billing, and meters. Provides accurate information within scope of knowledge or refers customers to appropriate staff. Greet and assist visitors and customers at the service counter and responds to inquiries as needed.
2. Answers phone calls (within three rings) and routes calls promptly. Delivers oral and written messages.
3. Processes customer payments by opening and reviewing remittances, verifying, and recording account numbers on checks, updating customer accounts, and responding to written requests included with payments. Processes credit card transactions according to established procedures. Receives and enters payments for water bills, permits, and miscellaneous fees into the billing system; generates required reports; endorses checks; prepares deposit slips; and delivers payment batches to Accounts Payable for entry into the cash book.
4. Logs customer requests for changes of address, new homeowners, billing cycle changes, and billing adjustments. Makes necessary adjustments to customer accounts for adjustment request.
5. Works with title companies to issue preliminary and final demands for property ownership change requests.
6. Checks and responds to customer service email daily.

7. Sorts mail and incoming faxes and routes to appropriate staff.
8. Reviews County GIS records regularly for updated property deeds. Update accounts in the billing system.
9. Processes returned checks and prepare customer notification..
10. Processes returned mail and update account notes.
11. Coordinates, updates, and maintains customer EFT payment accounts.
12. Assists in the collection process.
13. Processes payment plans as approved by management.
14. Files and maintains customer correspondence.

Job Standards/Specifications

Knowledge of:

- Principles and practices of customer service procedures and methods of resolving complaints.
- Current billing and collection practices and fiscal recordkeeping methods.
- Computerized billing and service information systems.

Ability to:

- Work flexible schedule, including occasional evenings and weekends.
- Adhere to 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 FOWD functions and services.
- Edit Microsoft Office documents for presentation and accuracy.
- 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 performing 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.

Desired Qualifications

- Minimum of two years’ experience processing accounts receivable.
- Minimum of two years’ experience in customer service.
- Intermediate to advance skill in current Microsoft Office Applications.
- Any combination of 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 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:

Operations Manager: Shawn Huckaby

Signature:

Date:

General Manager: Tom R. Gray

Signature:

Date: