



## Fair Oaks Water District Job Description

### Customer Service Representative I

DEPARTMENT: Customer Service  
FLSA STATUS: Non-Exempt  
DIRECTLY REPORTS TO: Customer Service Manager  
DIRECTLY SUPERVISES: N/A  
JOB DESCRIPTION DATE: January 1, 2018  
ANNUAL SALARY RANGE: \$38,166 - \$51,526  
JOB CLASSIFICATION: Regular Full-Time

#### **General Statement of Job:**

Under direct supervision of the 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 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. 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. 1<sup>st</sup> to respond to front desk inquiries in the AM or PM.
2. Maintains control of multi-lines, answers all phone calls (within three rings) and routes calls promptly. Delivers oral and written messages.
3. 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.
4. Logs all customer requests for changes of address, new homeowners, billing cycle changes and billing adjustments. Makes necessary adjustments to customer accounts within 24 hours of adjustment request.
5. Works with real estate agents to issue demands re: real property updates.
6. Sort's mail and incoming faxes, eliminating junk mail and faxes, and routes to appropriate individuals.
7. Reviews RealQuest daily and updates affected accounts. Lists all accounts that have new owners, pass this information to conservation for Welcome Packets weekly within initial notification.
8. Processes returned checks within 24 hours of initial notification. Makes copies of returned checks. Makes copies of bills prior to mailing and stamps with completion date.
9. Processes all returned mail within a 24-hour period. Posts actions to the accounts.
10. Coordinates, updates, and maintains customer EFT payment accounts and processes.

11. Makes all necessary adjustments, enters notes on accounts that enter into the delinquency process – assists in the collection process which includes the posting of the late notices, disconnect letters, 48 hours notices and shut offs.
12. Administers collection plans for delinquent customers. Investigates disputed bills; expedites physical property verification for property size and irrigation status and makes necessary account adjustments.

### **Other Duties:**

- Checks and responds to customer service email daily.
- Files - Payment copies, edit listings, payment invoices and customer correspondence and other administrative paperwork as needed and/or as received.
- Files and maintains customer correspondence.

### **Job Standards/Specifications**

#### **Knowledge of:**

- Water delivery and distribution systems
- Principles and methods used in reading, testing, and calibrating meters.
- Customer service procedures and methods of resolving complaints.
- District policies and regulations regarding the establishment and maintenance of services.
- Geography of the District and the location of District facilities.
- District billing practices and fiscal recordkeeping methods.
- Computerized billing and service information systems.

#### **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.

### **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 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 Factors**

- Work primarily in an office environment, some outdoor work may be required.

**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:

Customer Service Manager: Shawn Huckaby

Signature:

Date:

General Manager: Tom R. Gray

Signature:

Date: