

**JOB DESCRIPTION**

<b>Job Title</b>	Customer Service Representative	<b>Supervisor</b>	Customer Service Operations Supervisor
<b>Department</b>	Resource Conservation & Public Outreach	<b>Class Group</b>	Office Unit
<b>Division</b>	Customer Service	<b>Salary Grade</b>	29
<b>Section</b>	Customer Service Operations	<b>FLSA Status</b>	Non-Exempt

*This job description is intended to describe the general nature and level of work being performed by people assigned to this job. The description is not intended to be an exhaustive list of responsibilities, duties and skills required for this position.*

**BASIC JOB SUMMARY**

Under general supervision of the Customer Service Operations Supervisor, a Customer Service Representative provides a variety of information and assistance to residential and business customers by phone, mail, computer, and in the field. A Customer Service Representative schedules water service; resolves service and billing issues; processes and maintains related billing records and accounts, reviews accounts and data transferred from field activities; posts, adjustments and corrections.

Prepares and generates water and sewer billings, including, but not limited to: batching customer accounts in preparation for billings; reviewing accounts and data transferred from field customer service activities for completeness and accuracy; computing and posting, adjustments and corrections; and researching and generating specialized reports; and performs related duties as required.

**ESSENTIAL DUTIES**

**Duty 1**

Researches, responds to, and resolves customer concerns and issues related to billing statements and water quality over the phone, in person, by mail, and via the computer; explains District policies and procedures.

**Duty 2**

Assesses situations; determines appropriate action to defuse potentially difficult situations with customers within established guidelines; refers most difficult issues to supervisor for resolution.

**Duty 3**

Schedules and coordinates inspections with field and construction crews for possible water leaks, high bills concerns, issues involving pressure; notifies field crews of main line water/sewer breaks and emergency shutdowns by way of two-way radio system or cell phone; prepares customer service orders for non-pay accounts, return checks, and verification or transfer of service, as well as other customer service issues. Updates and closes service orders once work is complete updating the customer records and if necessary communicating the finding to the customer.

**Duty 4**

Processes and posts payments received at the counter, through the mail, by EFT or Credit Card transactions, prepares deposits; balances the cash register; reviews customer accounts making

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debit and credit adjustments as needed; runs and verifies all related reports; checks for accuracy of billing statements and payments made; prepares documents and records for filing.

### **Duty 5**

Reviews and makes appropriate notifications or takes action concerning leakage adjustments, misread or stuck meters, nonpayment of bills, returned checks, late fees and door tag fees; posts any fees or adjustments as required.

### **Duty 6**

May assist field personnel in making on site notifications to business and residential customers concerning non-payment; advises customers of actions being taken on-site to discontinue service and methods for reinstating same; works closely with standby personnel for any issues that may arise after-hours.

### **Duty 7**

Verifies account balances on closed accounts status report; transfers balances to open accounts when appropriate; refers accounts to pre-collection agency; posts payments received and updates agency as needed;; communicates actions taken to customers, collection agencies, and accounting department. Notes accounts with Bankruptcy/Foreclosure information and follows-up process until complete, making any necessary adjustments to customer accounts.

### **Duty 8**

Reviews data transferred from meter reading and customer service input to assure accuracy. Investigates and troubleshoots billing issues. Conducts research, generates computer queries, and analyzes data to detect anomalies and determine the cause for charge and billing inaccuracies. Carries out activities to compute and generate customer billings, including delinquent notices and door tag notices for disconnection.

## **QUALIFICATIONS**

### ***DEMONSTRATED KNOWLEDGE OF AND PERFORMANCE IN THE FOLLOWING AREAS:***

- ◀ Principles, practices, methods and techniques used to provide and maintain a satisfactory level of customer service;
- ◀ Basic accounting and record keeping practices and methods used to develop and maintain accurate billing records; and
- ◀ District meter reading and billing codes, procedures, practices, cycles and related software programs.

### ***ABILITY TO:***

- ◀ Effectively diffuse conflicts; resolve customer service concerns and issues;
- ◀ Learn, explain and apply District policies and procedures related to billing and collection programs and other District programs and activities;
- ◀ Understand technical water terminology, practices, and procedures; interpret and communicate complex, technical information to business owners and residents;
- ◀ Use and operate computer hardware and software relating to areas of assignment; input, generate and maintain accurate billing and related databases and reports; prepare letters, memos, and forms; use Internet mail;
- ◀ Speak and write clearly and concisely, using appropriate grammar, spelling, punctuation, and business vocabulary;
- ◀ Establish and maintain effective working relationships with those contacted in the performance of assigned duties;
- ◀ Research and identify potential billing inaccuracies resulting from misreads, billing estimates, and meter changes; and
- ◀ Calculate and make accurate adjustments to accounts and records.

### ***PHYSICAL AND SENSORY REQUIREMENTS:***

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- ◀ Sufficient eyesight to read fine statistical reports and standard text and data on computer terminal screens;
- ◀ Ability to speak and hear at normal conversational levels in person and over the telephone;
- ◀ Manual dexterity to write legibly and to use calculators, computer terminals, two-way radio, postage machine, and other general office machines;
- ◀ Ability to lift and carry approximately ten pounds; and to reach, bend, or crouch to use files and records;
- ◀ The ability to work with regular distractions and interruptions from phones and customers at the counter; to work under deadline pressures; and to effectively communicate with irate customers and/or their legal representatives under adverse conditions.
- ◀ Depending upon the assignment, the ability to work outdoors under various weather conditions to meet with customers to advise them concerning impending water turn off due to non-payment;

**TRAINING AND EXPERIENCE GUIDELINES:**

*Any combination of training and experience, which demonstrates attainment of the required knowledge and ability to perform the required work (with reasonable accommodation, if needed), typically:*

**EDUCATION:** High school diploma or equivalent.

**EXPERIENCE:** Two (2) years of responsible experience in record processing which included at least some direct customer service.

**REQUIRED CERTIFICATIONS, LICENSES, AND REGISTRATIONS:**

A valid California class C driver's license must be maintained at all times.

**DESIRED CERTIFICATIONS, LICENSES, AND REGISTRATIONS:**