



SENIOR CUSTOMER SERVICE REPRESENTATIVE

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Under the supervision of the Customer Service Manager, performs office support duties which involve dealing with the public, both in person and over the telephone; receives customer payments and prepares and maintains customer account record; performs related work as assigned.

CLASS CHARACTERISTICS

A Customer Service Representative is expected to work productively even in the absence of a supervisor. Employees in this class often have contact with the public, answering a variety of procedural questions, or giving out factual information. Work is normally reviewed only on completion and for overall results. Adequate performance at this level requires knowledge of departmental procedures and precedents, and the ability to choose among alternatives in solving problems.

ESSENTIAL FUNCTIONS

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude the position if the work is similar, related or a logical assignment to the class.

These functions may not be present in all positions in multiple position classes. When a position is to be filled, the essential functions will be noted in the announcement of position availability. Letters in parenthesis at the end of each function statement represent the abilities required to perform that function.

- Plans and coordinates the work of those representatives that are engaged in the process of customers service related activities.
- Calculates and prepares all customer billing.
- Assists with customer payments and other District monies and issues receipts and processing payments received by mail when necessary
- Assists in processing new service applications and a variety of customer account documents and records, hydrant meters and related paperwork when necessary.
- Receives customer complaints and notifications of problems; determines nature of problem and gives information, writes repair orders and/or dispatches to appropriate department; logs all complaints and prepares monthly report.
- Answers basic inquiries and explains policies, regulations and service fees; answers billing inquiries; meets with customers to discuss and resolve problems and concerns.

- Performs varied general office support duties such as typing correspondence and reports, filing, making copies, and providing general District related information.
- Assists as receptionist for District office on a relief basis and answers the central District telephone; determines the nature of the call, directs the call to the appropriate office or person or provides information or takes messages as appropriate when necessary.
- In the absence of the Customer Service Supervisor will assume responsibility for the Customer Service Department.

QUALIFICATIONS GUIDELINES

Knowledge of

- Basic business data processing principles as applied to financial record keeping.
- Working knowledge of the techniques of dealing with the public, in person and on the telephone.
- Basic bookkeeping and financial record keeping principles and terminology.
- Standard office practices and procedures.
- Proper business English, including spelling, punctuation and grammar.

Ability to

- Accurately count, record and balance cash transactions and other monies received.
- Explain and apply policies and procedures.
- Communicate clearly and concisely, both orally and in writing.
- Write reports and keeps accurate records.
- Analyze data and draw logical conclusions.
- Communicate effectively with a variety of personnel and establish/maintain effective working relationships with fellow employees and the public.
- Understand and follow verbal and written directions.
- Enter data for computer processing with speed and accuracy and typing correspondence and forms.
- Work independently.
- Perform mathematical computations.
- Operate a computer and use a variety of computer software and typewriter, cash register, calculator and other common office machines.
- Perform clerical accounting work skillfully and accurately.
- Resolve customer service problems effectively and tactfully.
- Meet the physical requirements established by the District.

Education

Equivalent to graduation from high school.

Experience

Any combination of education and/or experience that has provided the knowledge, skills, and abilities necessary for acceptable job performance.

Example combinations include equivalent to graduation from high school and one year of customer service and/or bookkeeping experience.

Licenses/Certificates

- Possession of a Class C California driver's license and a satisfactory driving record.
- Possession of or ability to obtain certification from District provided CPR/First Aid Training.

Physical Requirements

The following abilities are considered necessary to successfully perform the essential functions of this class; however, applicants who request accommodation will be considered on a case-by-case basis.

Ability to: communicate orally, in person and by telephone, in face-to-face, one-to-one, and group settings; sufficient manual dexterity to use office equipment such as computers, copiers, telephones and FAX machines; sit for extended periods of time; have hearing and vision within normal ranges; frequently lift, carry, push or pull 25 pounds; travel as necessary to conduct District business.

FLSA: Non-Exempt
Range: 30
Union: JCSD Office Association
Reviewed: June 2, 2011