

Sacramento Suburban Water District Classification Specification

Job Class: Customer Service Representative I/II

FLSA Status: Non Exempt

Supervisor: Administrative Services Manager

Effective Date: December 2009

Definition

Positions in the Customer Service Representative I/II classification perform a variety of functions in receiving and processing service requests and receiving payments; performing fiscal record-keeping in maintaining and updating billing accounts; and receiving and resolving complaints and questions concerning the delivery of services and status of accounts.

Distinguishing Characteristics

Customer Service Representative I is the entry level class in the series. Under close supervision, these positions perform a variety of duties in the Customer Service area. Individuals may advance to the Customer Service Representative II position after successfully completing an introductory period, gaining one additional year of experience, completing a combination of job-related training courses, and demonstrating on-the-job performance, proficiency and competency.

Customer Service Representative II is the journey level class in the series. Under general supervision, these positions perform the full range of assigned duties in the Customer Service Department, which includes more complex assignments. This class is distinguished from the Administrative Services Manager position, which is the management level class providing supervision and direction for the Customer Service Department.

Examples of Duties

The following duties are typical for this classification. Depending upon the assignment, the employee may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices. Management retains the right to add, remove, or change duties at any time.

- Communicates with customers, face-to-face and by telephone, collects appropriate funds and coordinates establishment of services with other District staff.
- Receives and responds to complaints about District service; resolves a variety of problems related to accurate meter readings, high consumption, delinquent accounts, disconnects, re-connects, non-reads and improper billings.
- Coordinates problems with account status, meter location, type of installation and meter size with appropriate District staff.
- Researches and applies District policies and regulations regarding establishing and

maintaining billing accounts.

- Resolves difficulties concerning the processing of billing related orders and delinquent accounts.
- Generates collections on delinquent bills, places Claim of Liens on outstanding bills and coordinates with collection agency for uncollected accounts.
- Diagnoses other water related questions or concerns and refers customer to proper staff for resolution.
- Provides information to customers regarding District services and programs (Water Wise House Calls, rebate programs, payment options, etc).
- Regular attendance and adherence to prescribed work schedule to conduct job responsibilities.

Mental and Physical Requirements

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

- Communicates orally with District management, coworkers, and the public in face-to-face, one-to-one and group settings.
- Regularly uses a telephone for communication.
- Regularly uses computer, keyboard and mouse.
- Regularly uses office equipment such as copiers, postage and fax machines.
- Works at a desk and sits for extended periods of time.
- Works in an office environment, lifts and moves objects up to 15 pounds such as large binders, books and small office equipment.
- Hearing and vision within normal ranges with or without correction.

Qualifications

Knowledge of:

- Billing practices and fiscal recordkeeping methods.
- Computerized billing and service information systems.
- Customer service procedures and methods of resolving complaints.
- District policies and regulations regarding establishing and maintaining services.
- Geography of the District and the location of District facilities.
- Microsoft Office Suite and related software products (Word, Excel, PowerPoint, etc).

Ability To:

- Perform a variety of difficult and sensitive customer service functions regarding the establishment and maintenance of District services.
- Maintain and update payment and billing records, and resolve problems regarding delinquent accounts.
- Research and evaluate information regarding customer service and payment problems.
- Analyze and evaluate customer complaints.

- Make arithmetic calculations quickly and accurately.
- Coordinate customer service functions with other department 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, including stressful situations involving agitated or emotional customers.
- Represent the District in a positive and professional manner at all times.
- Establish and maintain cooperative working relationships with coworkers, outside agencies and the public.
- Pass pre-employment physical, drug and alcohol examination, and background check.

Education, Experience, Licenses and Certifications:

Required:

- High school diploma or equivalent.
- Valid California Driver's License issued by the California Department of Motor Vehicles.
- Proof of good driving record as evidenced by freedom from multiple or serious traffic violations or accidents for at least two (2) years duration. The driving record will not contribute to an increase in the District's automobile rates. Individuals who do not meet this requirement due to a physical disability will be considered for accommodation on a case-by-case basis.

Desirable:

Any combination of education and experience which would likely provide the desired knowledge and abilities is acceptable. A typical way to obtain the knowledge and abilities would be:

Customer Service Representative I

- Two (2) years of increasingly responsible experience in performing customer service and related work, preferably including experience in the water/wastewater industry.

Customer Service Representative II

- One (1) year of increasingly responsible experience in performing customer service and related work plus two (2) years of responsible experience performing customer service and related work at a level equivalent to the Customer Service Representative I, and successfully completing job-related training courses and demonstrating on-the-job performance, proficiency and competency.