

**Sacramento Suburban Water District  
Classification Specification**

**Job Class:** Customer Service Representative I/II

**FLSA Status:** Non Exempt

**Supervisor:** Administrative Services Manager

**Effective Date:** June 2018

**Definition/Distinguishing Characteristics**

Positions in this classification perform a variety of functions in conducting administrative and business functions for the District, including processing customer requests for service, resolving questions concerning the delivery of services and status of accounts, and processing payments.

Customer Service Representative I is the entry level class in the series. Under close supervision, these positions perform a variety of duties in the Administrative Services Department. Individuals may advance to the Customer Service Representative II position after successfully completing an introductory period, gaining two (2) years 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 Administrative Services 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 Administrative Services 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 inquiries about District service; resolves a variety of questions related to accurate meter readings, high consumption, delinquent accounts, disconnects, re-connects, non-reads and improper billings.
- Coordinates inquiries with account status, meter location, type of installation and meter size with appropriate District staff.
- Performs fiscal recordkeeping in maintaining and updating billing accounts.
- Researches and applies District policies and regulations regarding establishing and maintaining billing accounts.

- Resolves questions 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.).
- Maintains regular attendance and adheres 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 office supplies and small office equipment.
- Hearing and vision within normal ranges with or without correction.
- Occasionally may be required to change working hours or work overtime.

### **Qualifications**

#### ***Knowledge Of:***

- Billing practices and fiscal recordkeeping methods.
- Computerized billing and service information systems.
- Common office computer software and database programs, including the Microsoft Suite of Programs (Word, Excel, Outlook, Access and PowerPoint).
- 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.

#### ***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 delinquent accounts.
- Research and evaluate information regarding customer service and payment inquiries.
- Review and evaluate customer inquiries.
- Make arithmetic calculations quickly and accurately.
- Coordinate customer service functions with other department functions and services.
- Skillfully use a computer in a PC, Windows-based operating environment.

- Skillfully use computer software applications related to the position and assigned tasks.
- Communicate effectively both orally and in writing.
- Maintain tactful and good relations when working with the public regarding District services.
- 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.
- Customer Service Representative II Level: Two (2) years of experience performing customer service and related work, preferably in the water/wastewater industry, at a level equivalent to the Customer Service Representative I.

***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:

- Additional experience performing customer service and related work, preferably in the water/wastewater industry.

**The specific statements shown in each section of this class specification are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.**