

NEVADA IRRIGATION DISTRICT

Job Description

Job Title:	Senior Customer Service Representative	Reports To:	Customer Service Administrator
Salary Range:	A81	Approved by Board of Directors:	07/25/2018
FLSA Status:	Non-exempt	Unit:	Office
<p><i>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.</i></p>			

Definition

To organize, assign and review the work of assigned personnel engaged in clerical accounting and customer service support duties; to perform duties requiring specialized knowledge; and to provide administrative support to assigned supervisor.

Distinguishing Characteristics

This is the advanced journey level in the Customer Service Representative series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed, complexity of duties assigned, independence of action taken, by the amount of time spent performing the duties, and by the nature of the public contact made. Employees perform the most difficult and responsible types of duties assigned to classes within this series, including providing technical and functional supervision over assigned personnel. Employees at this level are required to be fully trained in all procedures related to assigned areas of responsibility.

Supervision Received and Exercised

Receives direction from assigned supervisory personnel.

Exercises technical and functional supervision over assigned Customer Service support personnel.

Essential Functions Statements

Essential and other important responsibilities and duties may include, but are not limited to, the following:

1. Plan, prioritize, and review the work of staff assigned to a variety of accounting clerical and customer support duties.
2. Develop schedules and methods to accomplish assignments ensuring work is completed in a timely and efficient manner.
3. Participate in evaluating the activities of staff, recommending improvements and modifications.
4. Provide and coordinate staff training; work with employees to correct deficiencies.
5. Assist the public in person, by phone, by mail, fax and email or through referrals answering inquiries related to department records and services; provide information regarding customer account status; assist customers with completion of forms and documents; resolve customer complaints and inquiries.
6. Maintain and oversee treated water and irrigation customer accounts; explain District policies, rules, and regulations to customers.

7. Oversee processing of billings, payments and collection of various fees and payments.
8. Process billing for domestic, irrigation and construction use water accounts and other revenue accounts.
9. Assist customers and other District employees in processing new or upgrading service applications in accordance with the District's policies, procedures and regulations.
10. Research and interpret water system maps, as-builts, assessor parcel maps and jurisdiction maps to determine availability and size of existing water lines as appropriate.
11. Perform a variety of complex financial, accounting, and customer support duties; provide difficult or specialized financial, accounting or statistical office support in a centralized accounting setting.
12. Enter and retrieve data through an online computer system; prepare and review correspondence and other accounting reports.
13. Perform the most difficult work related to customer inquiries regarding accounts and billing.
14. Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.
15. Perform related duties as assigned.

Qualifications

Knowledge of:

- Principles and practices of technical and functional supervision and training.
- Principles and practices of effective customer service.
- Modern office equipment including use of applicable computer applications.
- Principles and practices of accounting, including financial record keeping and bookkeeping.
- Principle and practices of accounts payable and billing operations.
- District policies and procedures related to area of assignment.

Ability to:

- Provide technical and functional supervision over assigned staff; effectively train staff.
- Perform the most complex duties related to accounting and customer support duties.
- Operate and use modern office equipment including a computer and applicable software.
- Interpret and explain District policies and procedures.
- Make mathematical calculations.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Communicate clearly and concisely, both orally and in writing.

Responsibility to:

- Obey safe work practices, procedures, and regulations including wearing protective equipment and safety devices.
- Operate equipment in a careful and safe manner.
- Acknowledge the use of safeguards by other employees.
- Report any removal, displacement, damage, destruction, or tampering of safety devices, safeguards, notices or warnings.

- Report any safety risks or hazards to your supervisor or other management personnel.
- Report to your supervisor or other management personnel any work assignment that you feel would require you to perform the work in an unsafe manner.

Experience and Education Guidelines

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of responsible journey experience similar to Customer Service Representative II with the Nevada Irrigation District.

Education:

Equivalent to completion of the twelfth grade supplemented by at least two college level courses in bookkeeping, business, accounting, or a related field.

License and Certificate:

Possession of, or ability to obtain, a valid California driver's license.

Working Conditions

Environmental Conditions:

Work is normally performed in a temperature controlled office environment subject to typical office noise.

Physical Conditions:

Essential functions may require maintaining physical condition necessary to sit at desk and/or stand at counter for long periods of time; intermittently twist and reach office equipment; write and use keyboard to communicate through written means; run errands as required; lift or carry weight of 25 pounds or less.

Mental Conditions:

Essential functions may require maintaining mental condition necessary to review documents related to department operations; observe, identify, and problem solve office systems and procedures; understand, interpret and explain department policies and procedures; explain and problem solve office issues for the public and with staff; handle conflict.