

NEVADA IRRIGATION DISTRICT

Job Description

Job Title:	Customer Service Representative I/II	Reports To:	Customer Service Administrator
Salary Range:	A42 / A62	Approved by Board of Directors:	07/25/2018
FLSA Status:	Non-exempt	Unit:	Office
<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>			

Definition

To perform a variety of financial, accounting and customer service support duties; to receive and process payments; to organize and maintain related financial records; to balance and reconcile accounts; and to perform related support duties in the area of assignment.

Distinguishing Characteristics

Customer Service Representative I: This is the entry level class in the Customer Service Representative series. Positions in this class typically have little or no directly related work experience. The Customer Service Representative I class is distinguished from the II level by the performance of less than the full range of duties assigned to the II level. Incumbents work under immediate supervision while learning job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned.

Customer Service Representative II: This is the journey level class in the Customer Service Representative series and is distinguished from the I level by the assignment of the full range of duties. Employees at this level receive only occasional instruction or assistance as new, unusual or unique situations arise and are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the I level.

This class is distinguished from the Senior Customer Service Representative in that the latter provides technical and functional supervision over assigned accounting clerical personnel and performs the more complex and difficult work in the area of assignment.

Supervision Received and Exercised

Customer Service Representative I

Receives immediate supervision from assigned supervisory personnel; may receive technical and functional supervision from a Senior Customer Service Representative.

Customer Service Representative II

Receives general supervision from the assigned supervisory personnel; may receive technical and functional supervision from a Senior Customer Service Representative.

Essential Function Statements

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

1. Receive, process and post payments and fees for various District services; input data into computer; issue receipts, balance accounts on a regular basis, and/or prepare deposits; receive checks by mail and process and balance accordingly; prepare daily sales reports.
2. 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.
3. Collect and evaluate information from customers to determine the specific nature of their request and to process their requests.
4. Maintains customer account information; coordinates field requests from the public and internal staff including re-reads, final reads, reconnection, disconnections and leak detection.
5. Identify and research billing and payment discrepancies.
6. Communicate information regarding outages and distribution system failures, hazards or damages.
7. Maintain hard copy and electronic records, files, forms, logs and reports.
8. 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.
9. Coordinate and process work orders for installations, meter sets, pre-sets, inspections, fire line installations, and bypass meter replacements.
10. Review meter reads and computes usage.
11. Distribute orders for rereading meters.
12. Obtain sensitive information from customers, and other agencies or business representatives and maintain confidentiality.
13. Assist customers with utility accounts; process opening and closing of accounts; work with customers on payment arrangements and extensions; update utility billing accounts.
14. Assist customers with miscellaneous accounts such as construction water use, dock permit fees, encroachment fees, etc.
15. Perform a variety of general administrative office support duties such as typing, proofreading, filing, receiving and distributing mail, and answering the telephone.
16. Maintain accounting, financial, and customer service records, reports, and documents.
17. Prepare a variety of correspondence, spreadsheets and periodical reports.
18. Monitor and verify daily, weekly, and monthly data processing printouts; make corrections as necessary.
19. Deliver delinquent and disconnection notices to residential and commercial customers; disconnect and reconnect water service; prepare shut off notices and generate shut off list.

20. Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.

21. Perform related duties as assigned.

Qualifications

Customer Service Representative I

Knowledge of:

- Basic mathematics.
- Correct spelling, grammar, and punctuation.
- Principles and practices of effective customer service.
- Modern office equipment including use of applicable computer applications.

Ability to:

- Learn to interpret and explain District policies and procedures.
- Learn to maintain a variety of financial records and files.
- Learn to use computerized accounting software.
- Operate and use modern office equipment including a computer and applicable software.
- 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.

Customer Service Representative II

In addition to the qualifications for the Customer Service Representative I:

Knowledge of:

- Terminology used in governmental accounting.
- Principles and practices of basic accounting.
- Principle and practices of record keeping.
- Payroll tax laws and regulations.
- District policies and procedures related to area of assignment.

Ability to:

- Review a variety of documents for accuracy.
- Prioritize work and coordinate several work activities.
- Make mathematical calculations with speed and accuracy.

- Organize and maintain a variety of financial records and files.
- Interpret and explain District policies and procedures.
- Operate computerized accounting software.

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:

Customer Service Representative I: Two years of general clerical experience which has included one year of public contact experience. Previous fee collection experience at a utility or governmental agency is desirable.

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

Education:

Equivalent to completion of the twelfth grade.

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.