
Rosamond Community Services District

JOB DESCRIPTION

CUSTOMER SERVICE REPRESENTATIVE 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.*

Definition:

Under direct supervision, performs customer service duties related to general reception, establishing, maintaining, and closing customer accounts, and processing payments; learns and assists in processing and reconciling billing; performs related work as required.

Supervision Received and Exercised:

Supervision is received from the Director of Administration. This position has no supervisory responsibilities.

Class Characteristics:

This is an entry-level classification. Initially under close supervision, incumbents learn and perform routine customer service duties. As experience is gained, assignments become more varied; and close supervision and frequent review of work lessen as an incumbent demonstrates skill to perform the work independently. Positions at this level usually perform most of the duties required of the positions at the II-level but are not expected to function at the same skill level and typically exercise less discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

Typical Functions:

1. Performs general reception duties representing the District to all callers and visitors in a professional and customer friendly manner; receives and screens visitors, telephone calls, and emails; takes messages, refers customers to the appropriate staff, and/or provides information regarding District programs, activities, and functions.
2. Receives, opens, time stamps, sorts, and distributes incoming mail; prepares and distributes outgoing mail.
3. Reviews applications for service and verifies property information; opens and maintains accounts by creating locations and processing adjustments, credits, and fees; adds and maintains notes in customer accounts.
4. Gathers, reviews, and enters meter readings; reviews account history and requests meter re-reads as appropriate; adds notes to accounts.

5. Performs cashier duties accepting cash and credit payments over the phone and in person, issuing receipts of payment, balancing accounts, and preparing deposit.
6. Assists customers with questions and complaints regarding misreads, leaks, water pressure, and/or work order requests; responds to requests for information.
7. Learns to generate report for late payments; issues shut-off notices and creates door tags; applies late fees; submits work orders for disconnection and closes accounts following established District policy and procedures.
8. Learns utility billing processes and procedures; assists in processing monthly bills.
9. Performs a variety of general office support duties including copying, filing, maintaining records, preparing correspondence, and maintaining office supplies.
10. Stays informed about and provides general information on District activities, services, and projects and reported emergencies and hazards.
11. Performs related duties as required.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Knowledge of:

Techniques for providing a high level of customer service by effectively dealing with the public and District staff; cash handling techniques; basic accounting and mathematics; principles and procedures of record-keeping and preparation of reports and correspondence.

Ability To:

Greet callers and visitors in a welcoming manner; respond to and effectively prioritize multiple phone calls, visitors, emails, and/or other requests for service; research and resolve customer issues and/or refer to higher level staff; learn and understand the organization and operation of the District as necessary to assume assigned responsibilities; learn, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed; prepare and maintain clear and accurate records and supporting documentation; enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work; organize work, set priorities, meet critical deadlines, and follow-up on assignments; establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Experience and Training Guidelines:

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

Education and/or Experience:

Equivalent to a high school diploma and one (1) year of clerical office or customer service experience involving direct customer contact and interaction.

Language Skills:

Must be able to communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax; read and comprehend simple instructions, short correspondence, and memos and to effectively present information in one-on-one and small group situations to customers and other employees of the organization.

Mathematical Skills:

Must be able to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals and to compute rate, ratio, and percentage.

Reasoning Ability:

Apply a common sense understanding to carry out detailed written and/or oral instructions and deal with problems involving standardized situations.

Computer Skills:

Must be able to effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

Certificates, Licenses, Registrations:

None

Other Qualifications:

None

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally

bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Office environment with quiet to moderate noise levels, controlled temperature conditions, and no exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Additional Requirements:

None

FLSA Status – Non-Exempt