



Hi-Desert Water District Classification Specification

Job Title: Customer Service Representative II

Job Grade: 5

FLSA Status: Non-Exempt

Date: June 2022

JOB SUMMARY

Under general supervision, a Customer Service Representative II performs journey level customer service. The position of Customer Service Representative II performs a wide range of clerical duties in support of assigned District departments related to customer service, cashiering and billing. Responsible for maintaining records, receiving, and processing customer service requests, operating standard office equipment, and other duties as assigned.

CLASS CHARACTERISTICS

Customer Service Representative II is experienced, with the ability to perform the full range of tasks, under limited supervision, while exercising discretion and independent judgement within established guidelines.

SUPERVISION RECEIVED / EXERCISED

Receives general supervision from the Lead Customer Service Representative. May assist in the training of Customer Service Representative.

ESSENTIAL FUNCTIONS *(include but are not limited to the following)*

Class specifications are only intended to present a description summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications May not include all duties performed by individuals within a classification. In addition, specifications are intended to outline the minimum qualifications necessary for entry into the class and do not necessarily convey the qualifications of the incumbents within the class.

- Responds to customer inquiries, received in-person, by telephone, and through the mail, fax and e-mail, regarding services provided by the District and specific requests for repair service.
- Provides customer service through receiving and processing payments, work orders, account information, address changes, and payment arrangements.
- Interfaces with the customers by explaining bills and District policies, procedures, and service requirements.
- Operates office equipment including copying machines, typewriters, fax machines, calculators, data entry, postage machine, and computers.

- Posts and reconciles accounts daily and endorses checks for deposit.
- Coordinates customer service needs with other departments as required to ensure customer needs are satisfied.
- Maintains files, compiles information, check reports, and types reports from rough draft.
- Receives and transfers various types of interoffice phone calls and messages.
- Answers and transmits information on District radio system.
- Completes other duties, as assigned, on a rotating or individual basis including but not limited to, administering various billing, retrofit, and water audit programs.
- Provides effective back-up for billing.
- Establishes payment arrangements with customers as needed.
- Processes and reconciles returned checks from customers.
- Investigate and answer water availability, bulk water, fire flow or any questions that pertain to new service.

JOB SPECIFICATIONS

Knowledge of

- Customer relations techniques.
- District rules, policies and procedures.
- District operations, services, and activities of a water utility customer service program.
- Employee training techniques.

Skills and Abilities

- Operation of standard office equipment such as fax machines, telephones, typewriters, copiers, and computers.
- Computer operation including multiple software applications.
- Adapting to various levels in workload.
- Cashiering procedures.
- Work safely in an office environment.
- Provides prompt, courteous, and efficient customer service.
- Communicates effectively with the customers and District personnel.
- Ability to make decisions.
- Organization, prioritization, and follow-up.
- Effectively, and clearly write memos and letters to customers.
- Manages files.

PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS

The essential functions of this position may require the employee to perform the following physical activities. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

- Regularly uses a telephone and mobile radio for communication.
- Uses office equipment such as computer terminals, copiers, and FAX machines.
- Getting up and down frequently.
- Sitting for long periods of time.
- Hearing and vision within normal ranges with or without correction

QUALIFICATIONS

Education and/or Previous Work Experience

Any combination of experience and training that would provide the knowledge and abilities to perform the position is qualifying. A typical way to obtain the required knowledge and abilities would include the following:

- High school diploma or equivalent.
- 1-2 years of experience as a Customer Service Representative with the district or a minimum of two (2) years as a customer service representative with another water agency using the same billing software as is used by HDWD.
- College level courses in accounting, finance, business administration, or related subjects desirable.

License / Certificate:

- Possession of a valid Class C California driver's license and satisfactory driving record free from multiple or serious traffic violations or accidents for a period of at least two (2) years.

Other requirements:

- Completion of and satisfactory results of pre-employment drug and alcohol test; physical examination indicating fitness for duty; DMV record review; and background investigation.