



Hi-Desert Water District Classification Specification

Job Title: Lead Customer Service Representative

Job Grade: 7

FLSA Status: Non-Exempt

Date: August 1, 2014

JOB SUMMARY

Under the direction of the Billing and Customer Service Supervisor, the position of Lead Customer Service Representative performs the full range of customer service duties; performs complex technical customer service related tasks and reports; handles difficult customer complaints and issues; provides daily leadership to customer service staff to meet customer expectations; provides support and technical assistance to Billing and Customer Service Supervisor; involves significant decision-making responsibilities and an extremely high level of customer contact. Performs other duties as assigned.

SUPERVISION RECEIVED / EXERCISED

The position of Lead Customer Service Representative works relatively independently and is the first line of supervision over the Customer Service Representative staff members.

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.*

- Performs the full range of customer service duties, providing customer service and assistance to the public. Uses professional customer service skills when responding to customer inquiries and problems.
- Researches and interprets customer accounts and applies knowledge of applicable District rules and guidelines, to assist customers in resolving the more complex account-related problems.
- Provides direction to Customer Service staff to ensure customer service calls and in-person requests are answered in a timely, efficient, and knowledgeable manner.
- Assists supervisor in planning, directing, scheduling and reviewing the work of staff responsible for providing customer service functions and services.
- Trains Customer Service staff members.
- Maintains retrofit schedule which includes sending letters for appointments.
- Prepares clear and concise correspondence and spreadsheets for resolution and documentation of complex issues.

- Researches difficult property ownership problems and interprets legal descriptions for proper water service delivery.
- Searches and investigates information contained in files, and processes documents requiring knowledge of departmental operations for external and internal report requirements.
- Issues appropriate work orders and dispatches field personnel by two-way radio and phone.
- Troubleshoots hardware and software problems; assists in the general maintenance of computer and computer-related equipment.
- Other duties as assigned.

JOB SPECIFICATIONS

Knowledge of

- Operations, services, and activities of a water utility customer service program.
- Advanced customer relations techniques.
- District rules, policies, and procedures.
- Principles of lead supervision and training
- Methods, procedures, practices, and terminology used in billing and record-keeping work.
- Computer applications including Microsoft Word, Excel, Outlook, and other word processing, spreadsheet, and statistical databases.
- Principles and practices of fiscal, statistical, and administrative record keeping and reporting.
- Principles of business letter writing and report preparation.
- Mathematical principals.
- Laws, ordinances, statues, and regulations controlling handling customer accounts.
- Procedures and requirements for billing.
- Red Flag procedures.
- Work safety standards and requirements.

Skills and Abilities

- Lead, organize, and review the work of assigned customer services staff.
- Ability to work in a fast paced, often hectic work environment.
- Independently perform the most difficult bookkeeping, clerical accounting, and customer service duties involving the use of independent judgment and personal initiative.
- Understand the organization and operation of the District and of outside agencies as necessary to assume assigned responsibilities.
- Understand, interpret, and apply general and specific administrative and departmental policies and procedures.
- Use appropriate judgment in upward communication regarding department or employee concerns.
- Exercise tact and judgment in responding to inquiries and resolving complaints and problems.
- Make mathematical computations rapidly and accurately.
- Find and reconcile discrepancies in balancing accounts.
- Implement and maintain standard filing systems.
- Maintain records and reports.
- Operate and use modern office equipment including a computer and various software packages.
- Operate 10-key calculator by touch.
- Type and enter data at a speed necessary for successful job performance.

- Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
- Demonstrate an awareness and appreciation of the cultural diversity of the community.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Work with minimum supervision.
- Prioritization, organization, and coordination skills.

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.

- Work at a desk for an extended period of time
- Work in an office environment, lift and move objects up to 15 pounds such as large binders, books, and small office equipment
- Sufficient finger/hand coordination and dexterity to operate and adjust office equipment
- Regularly uses a telephone for communication
- Use office equipment such as computers, copiers, and FAX machines
- Sits for extended time periods
- Hearing and vision within normal ranges with or without correction
- Communicates orally with District staff in face-to-face, one-to-one, and group settings.

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.
- Three (3) plus years of increasingly responsible customer service and clerical accounting experience, including supervisory duties. Bachelor's degree or college course work is preferred. Bi-lingual (Spanish) is a plus.

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.