



Calaveras Public Utility District

CUSTOMER SERVICE REPRESENTATIVE

Salary Range: 9

Classification specifications, i.e. Job Descriptions are intended to present a descriptive summary of the range of duties and responsibilities performed by an incumbent in the classification. Furthermore, specifications are intended to outline the minimum qualification for entry into the classification and not intended to reflect all duties and responsibilities of an incumbent in the classification.

The District

The Calaveras Public Utility District was established January 1934, with the purpose of supplying pristine drinking water to the communities of San Andreas, Mokelumne Hill, Glencoe and Paloma areas of Calaveras County. The District currently serves over 1950 customers through over 27 miles of pipe from steel to poly ranging from 27” to 1” in diameter. The District furnishes its customers with reliable drinking water services and continues to provide those services safely, efficiently, and cost effectively. The District is offering this unique position to an individual who can demonstrate a positive outlook with the desire to grow in a water industry career.

Definition/Summary

Under minimal supervision the Customer Service Representative position is responsible for performing a wide variety of customer service duties. Including daily cash receipts, deposits, and customer account issues related to payments, customer updates, water service issues, meter reading and billing of customer accounts. This position will assist the front office in daily customer service operations. This position is also responsible for the routine filing and recordkeeping updated related to the customer account duties.

Essential Functions

- Answers telephone and greets office visitors, providing a wide range of receptionist duties related to office procedures and meeting preparation.
- Pick-up, receives, and distributes daily mail.
- Receives and processes daily cash receipts, posts payments to customer accounts, and prepares bank deposit related to District accounts.
- Performs and resolves a variety of customer related functions regarding the establishment and maintenance of District customer billing, payment and account related services.
- Prepares, processes and resolves delinquent account issues; including customer notification, verification and liens.
- Discusses account or meter related issues with District staff as needed.
- Researches and applies District policies and regulations regarding establishment and maintenance of services.
- Prepares work orders related to District and customer water leaks and maintenance issues.
- Assists with scheduling customer service requests regarding account services, changes, complaints and other services.
- Prepares, records, reviews and processes monthly meter reading and billing statements.
- Maintains appointment calendars using Microsoft Outlook.

- Researches and assists Manager with document preparation, technical information and research of assignments as directed.
- Establish and maintain cooperative working relationships with co-workers, outside agencies and the public.

Other Duties

- Operates and assists with updates to computerized billing system.
- Assists with maintenance and updates District website.
- Responsible for preparing and ordering of supplies as requested by Manager.
- Coordinates with and assists with updates to quarterly inventory and reports, as assigned.
- Performs a variety of financial and technical record keeping support assignments as directed.

Job Related Knowledge

- Researches and applies District Policies and Regulations regarding establishment of District services.
- Geography of the District and the location of District facilities.
- Mathematical methods, practices, and procedures of financial and statistical recordkeeping.
- Extensive Customer Service skills, procedures and method for communicating effectively.
- Ability and knowledge to use Microsoft Office; Word, Excel, Outlook, and QuickBooks
- Receptionist and office communications and etiquette practices.

Abilities

- Follow oral and written direction.
- Work with minimal supervision to accomplish task as directed.
- Regular attendance and adherence to prescribed work schedule to conduct job responsibilities.
- Establish, communicate and maintain cooperative working relationships with co-workers, members of the public and outside agencies.
- Correct English usage, spelling, grammar and punctuation.
- Make mathematical calculations quickly and accurately.

Typical Physical Activities

- Work at a desk that requires sitting for extended periods 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 machine.
- Hearing and vision within normal ranges with or without correction.

Experience & Qualifications

Experience: Two years of increasingly responsible work experience in performing customer service and accounting related work, preferably including experience in working with a water or utility billing agency and a variety of office support work.

License Certificate Registration Requirement

Driver License: Possession of a valid California Class C Driver License may be required at the time of appointment.