



Tuolumne Utilities District
Job Description
Customer Service Clerk 1 – Front Desk

POSITION:	Customer Service Tech 1	DEPARTMENT:	Finance
REPORTS TO:	Customer Services Supv		
PAY RANGE:	28	DATE PREPARED:	June 2014
INCUMBENT:			

General Description:

Under direct supervision of the Customer Services Supervisor, provides a variety of office support services; accepts and processes customer payments; assists customers applying for water and/or sewer connections; answers customer inquiries regarding account balances; posts cash to customer accounts; records and balances cash deposits; issues and maintains records for contractor meters; receives and tracks customer complaints; acts as District receptionist; and performs related work as assigned.

Essential Functions - *Essential responsibilities and duties may include, but are not limited to, the following:*

- Assists and interacts with customers and contractors in the office and on the telephone; answers inquiries pertaining to water and/or sewer account balances using computer to access customer account.
- Accepts and processes customer payments; verify payment amounts with billing stubs, adjust billing stubs to record actual payment if payment amount is different than amount billed.
- Accurately enters into the computer account codes and payments; post data to customer accounts.
- Inputs cash deposits into Excel spreadsheet; balance to cash.
- Prepares bank deposits.
- Issues contractor meters, maintain daily use log, and collect charges and fees.
- Acts as District receptionist; receives and screens visitors; directs visitors to the appropriate department and/or individual for assistance.
- Assists Customer Service Supervisor with special Accounting related projects.
- Performs a variety of clerical and accounting functions.

Qualification Requirements:

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:

- Office practices and procedures, including filing and the operation of standard office equipment.

- High level of proficiency in the use of Microsoft Office products, including Word processing, Excel spreadsheet applications and Outlook.
- Correct English usage, including spelling, grammar, and punctuation.

Ability to:

- Communicate effectively, both written and orally with the public and other District staff.
- Accurately perform detailed clerical work.
- Read and transcribe numbers accurately.
- Make accurate arithmetic calculations.
- Maintain attention to detail despite interruptions.
- Post and verify data accurately and quickly.
- Communicate tactfully and effectively with the public.
- Understand and carry out oral and written instructions.
- Operate business office equipment including personal and mainframe computer software, and calculators.
- Establish and maintain cooperative working relationships with others.
- Ability to drive a vehicle in a variety of weather conditions, possess an appropriate valid California driver's license, and have a satisfactory driving record.
- Maintain physical condition appropriate to the performance of assigned duties and responsibilities.

Physical Demands:

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

While performing the duties of this job, the employee is regularly required to sit, hear, communicate verbally, use hands to finger, handle, or feel objects, tools, or controls, and reach with hands and arms. The employee is occasionally required to walk and stand repeatedly.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Work Environment:

The work environment characteristics described herein 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.

Inside: The majority of the job activities are performed indoors in a temperature-controlled environment.

Noise/Vibration: Minimal exposure to noise generated from the operation of office equipment.

Other Requirements:

Education/Certification:

- High school diploma or general education degree (GED)
- Must possess a valid California driver's license, have a satisfactory driving record, and be insurable by the District to operate District vehicles.

Experience:

- Up to five years of clerical and accounting office experience.

Work Hours:

Flexible schedule between 7:00 a.m. to 4:30 p.m., Monday through Friday. Subject to change, as required to meet the needs of the District. Must be willing to work overtime and/or alternate schedule when required. May be called in during non-business hours to assist with emergencies.