



Tuolumne Utilities District
Job Description
Customer Services Technician 1

POSITION:	Customer Service Tech 1	DEPARTMENT:	Finance
REPORTS TO:	Customer Services Supv.		
PAY RANGE:	28	DATE PREPARED:	November 2004
INCUMBENT:			

General Description:

Under general supervision of the Customer Services Supervisor, prepares, processes and maintains water and sewer billings and other records; responds to customer inquiries; compiles, investigates and verifies numerical or financial information such as invoices, accounts receivable and payroll; receives and documents payments; and performs related work as assigned.

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

- Inputs, verifies and processes customer data and billing information into the computer.
- Maintains customer water and or sewer accounts.
- Obtains required information from customers to begin and discontinue water and/or sewer service.
- Prepares accounts receivable billing and documentation.
- Responds to customer billing inquiries or complaints, requiring the use of judgement and the interpretation of District policies and procedures.
- Interacts with the public, on the telephone and in person, in a satisfactory manner.
- Calls and/or mails correspondence to customers as necessary in order to update customer accounts.
- Prepares and processes customer notification of delinquent accounts.
- Communicates with District field personnel via radio and/or telephone to relay customer service requests.
- Performs a variety of clerical duties such as typing and filing.

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 methods, practices, procedures and equipment.
- Desktop computers using Windows® Operating System.
- Windows application software, Word and Excel
- Principles, practices, methods and terminology of financial record keeping.

- Proper English, including spelling, punctuation and grammar.
- Filing methods.

Ability to:

- Apply District policies and procedures relating to water and sewer service.
- Read and transcribe numbers accurately.
- Make accurate arithmetic calculations.
- Handle cash, make change, and balance accounts.
- Maintain attention to detail in a work situation with frequent interruptions.
- Post and verify data accurately and quickly.
- Prepare and maintain a variety of financial and statistical records.
- Communicate tactfully and effectively with the public.
- Understand and carry out oral and written instructions.
- Operate business office equipment including computers and calculators.
- Work cooperatively and communicate effectively with staff and the general public.
- Proficient operation of ten key adding machine.

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 display verbal skills to effectively interface with other staff members and the public; maintain capacity to sit at a computer for extended period of time, walk; file and retrieve documents from filing cabinets, requiring stooping, bending and reaching; and use of hands to finger, handle, or feel objects and operate office machines.

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:

- Three years of clerical and accounting office experience.

Work Hours:

7:00 am to 4:00 pm, 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.