



Tuolumne Utilities District
Job Description

POSITION:	Customer Service Clerk	DEPARTMENT:	Finance
REPORTS TO:	Customer Services Supervisor	FLSA Status:	Non-Exempt
PAY RANGE:	24	DATE PREPARED:	December 2019
INCUMBENT:			

General Description:

Under direct supervision of the Customer Services Supervisor, provides a variety of office support services; courteously and professionally greets and assists all front counter customers and visitors; accepts and processes customer payments; assists customers applying for water and/or sewer service; answers customer inquiries regarding account balances; posts payments to customer accounts; records and balances deposits; issues and maintains records for hydrant meters; receives and tracks customer complaints; professionally represents the District as the first point of contact; performs various data entry and clerical functions; and performs related work as assigned.

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

- Assists and interacts with customers and visitors in the office and on the telephone; answers inquiries pertaining to water and/or sewer accounts using a computer to access customer account information.
- Accepts and accurately processes customer payments; verifies payment amounts with billing stubs, adjusts billing stubs to record actual payment if payment amount is different than amount billed. Receives cash payments and makes correct change. Ensures that all cashing transactions are correct, and balances cash drawer daily.
- Prepares bank deposits.
- Issues hydrant meters and collects charges and fees.
- Acts as District receptionist; receives and screens visitors; directs visitors to the appropriate department and/or individual for assistance.
- Consistently applies, assists and explains District Rules and Regulations and billing policies and procedures; explains and assists customers with these policies.
- Assists with special projects.
- Communicates with District field staff via radio and telephone to relay customer service requests.
- Performs a variety of customer service, data entry and clerical functions.
- Performs other related duties as assigned.

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 scanning, filing and the operation of standard office equipment.
- District policies and procedures, including but not limited to the Water Rules and Regulations, the Wastewater Ordinance, billing policies and procedures, etc.
- Desktop computers using Windows Operating Systems including Excel, Word and Outlook.
- Proper English usage; including spelling, grammar, and punctuation.
- Safe work practices.

Ability to:

- Represent the District in a positive, professional and courteous manner.
- Apply District policies and procedures relating to water and sewer service.
- Communicate tactfully and effectively, both written and orally with the public and District staff.
- Accurately perform detailed data entry and clerical work.
- Read and transcribe numbers accurately.
- Make accurate arithmetic calculations, including making cash change.
- Maintain attention to detail despite interruptions.
- Post and verify data accurately and quickly.
- Understand and carry out oral and written instructions.
- Operate business office equipment including computers, 10-key, Microsoft Office software programs, and calculators.
- Establish and maintain positive, effective and cooperative working relationships with others during the course of work.
- Maintain physical condition appropriate to the performance of assigned duties and responsibilities.

Responsibility to:

- Report any safety risks or hazards or any work assignment that you feel would require you to perform the work in an unsafe manner.

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 speak and hear to effectively interface with the public and other staff members; maintain capacity to sit or stand at a computer or front desk for an extended period of time, occasionally walk, file and retrieve documents from file cabinets requiring stooping, bending and reaching; and use of hands and fingers to type, handle, or feel 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:

Any combination of experience and education that would likely provide the required knowledge, skills and abilities may be qualifying as determined solely by the District. A typical way to obtain the knowledge, skills and abilities would be:

Education/Certification:

- High school diploma or general education degree (GED)

Experience:

- Two years of responsible customer service and clerical work experience.

Typical Work Hours:

7:00 a.m. to 4:00 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.

I have reviewed and agree that this job description accurately reflects the position. I understand I must meet the position requirements within the time designated.

Supervisor's Signature

Date

Employee's signature

Date

Approved by General Manager: Approval Date: ____ / ____ / ____