



Tuolumne Utilities District
Job Description
Customer Services Representative I/II

POSITION:	Customer Service Representative I/II	DEPARTMENT:	Finance
REPORTS TO:	Customer Services Supervisor	FSLA Status:	Non-Exempt
PAY RANGE:	28/30	DATE PREPARED:	April 2022
INCUMBENT:			

General Description:

Under direct or general supervision of the Customer Service Supervisor, manages large volumes of telephone and in-person customer service inquiries and requests for service; processes customer payments; prepares and processes water and sewer billings, adjustments and other billing records; responds to customer issues and provides appropriate solutions and alternatives in accordance with District Rules and Regulations; transmits and receives radio communication to and from field personnel and advises customers and staff as appropriate; assists in special projects and performs other related duties as assigned.

Class Characteristics:

Customer Service Representative I is the entry level class in this series. Under direct supervision, an incumbent in this position will perform a variety of customer service duties. The customer service representative is distinguished from the higher-level customer service representatives by the performance of less than the full range of duties assigned. This class may be alternately staffed with Customer Service Representative II, and incumbents may advance after gaining experience, meeting the qualifications of, and consistently and proficiently performing the work of the high-level class.

Customer Service Representative II is the journey level class in this series and is distinguished from the level I by having the full scope of knowledge and abilities and is assigned the full range of duties. Under minimal supervision, incumbents are fully competent to independently perform all tasks related to a variety of customer service and administrative support functions. Incumbents in this classification may assist with the training and oversight of less experienced staff. The customer service representative II is distinguished from the senior customer service representative in that the latter is a single incumbent class that performs the increasingly difficult and complex duties assigned, and provides general, technical, and functional supervision to customer service representatives.

Customer Service Representative I

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.

- Accepts and accurately processes customer payments in person and over the phone.
- Prepares accounts receivable billing and documentation.
- Responds to customer billing inquiries or complaints, requiring the use of judgement and knowledge of District Rules, Regulations and approved policies and procedures.
- Interacts with the public, on the telephone, via email 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.
- Answers telemetry alarms and distributes to appropriate personnel.
- Performs a variety of clerical duties such as typing and filing.
- Has regular attendance and adheres to prescribed work schedule to conduct job responsibilities.

Customer Service Representative II

Essential Functions - *In addition to the essential functions listed above, essential responsibilities and duties of a Customer Service Representative II may also include, but are not limited to, the following:*

- Assists with the mitigation, facilitation and resolution of customer complaints and issues up to and including potential claims against the district.
- Handle special, unique, and difficult situations, with the assistance of the Customer Service Supervisor.
- Prepare property liens, lien releases and maintains lien log in accordance with district policy
- Assist administration with obtaining sensitive information from applicants, customers and other agencies or business representatives while maintaining confidentiality
- Work with Public Relations to call and/or mail correspondence to customers
- Assist with training entry level Customer Service Representatives
- Assists various departments with special projects.

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.
- Establish and maintain professional and effective working relationships with those contacted in the course of the work and provide excellent customer service.
- Conduct work in a manner which supports the overall team effort, and which avoids disruption of one's work and the work of others.
- 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 with arms; and use of hands to grasp, 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; and must have ability to hear within normal range with or without correction.

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 typical office setting in a

temperature-controlled environment with temperatures occasionally too warm or too cold, and lighting conditions typical of an office.

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

Other Requirements:

For Customer Service Representative I

Education/Certification:

- High school diploma or general education degree (GED).
- Three years of general clerical and accounting office experience, which has included one year of public contact experience. Previous fee collection experience at a utility or governmental agency is desirable.

Additional Requirements:

- 18 years of age.
- Eligible to work in the United States.

For Customer Service Representative II

In addition to the qualifications above, the Customer Service Representative II has:

- Four years of increasingly responsible customer service experience similar to a Customer Service Representative I for the Tuolumne Utilities District.
- Exhibits a broad range of district knowledge and demonstrates extensive knowledge and application of the TUD Rules and Regulations.

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.

I have reviewed and agree to abide by any position requirements.			
_____ Supervisor's Signature		_____ Date	
_____ Employee's Signature		_____ Date	
Approved by General Manager: Approval Date: ____ / ____ / ____			