



Tuolumne Utilities District
Job Description
Senior Customer Service Representative

POSITION:	Senior Customer Service Representative	DEPARTMENT:	Finance
REPORTS TO:	Customer Services Supervisor	FSLA Status:	Non-Exempt
PAY RANGE:	30	DATE PREPARED:	May 2021
INCUMBENT:			

General Description:

Under general supervision of the Customer Service Supervisor, manages a large volume 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 complaints and provides appropriate solutions and alternatives in accordance with District Rules and Regulations; transmits and receives radio communication from field personnel and advises customers and staff as appropriate; assists in special projects and performs other related duties as assigned.

Class Characteristics:

This level classification is only available upon promotional opportunities. The position at this level is distinguished from the customer service representative class by the level of responsibility assumed, complexity of duties assigned, independence of action taken, and by the amount of time spent performing the duties. Under general supervision, an incumbent in this position performs the full range of assigned duties which includes more difficult and complex assignments and technical and functional supervision to the customer service representatives. An incumbent in this class is required to be fully trained in all procedures related to assigned areas of responsibility. This class is distinguished from the customer service supervisor class which provides the full range of supervision, direction, and responsibility for the customer service division.

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.
- 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.
- Trains and assists other customer service representatives with tasks as required.
- Provides technical and functional supervision to the customer service representatives.
- Assists with audits of customer accounts.
- Serves as back up to the Customer Service Supervisor in their absence.
- 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.
- 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:

Education/Certification:

- High school diploma or general education degree (GED).
- An Associate Degree (AA) from an accredited college or university is desirable.
- Five years of related experience including two years of progressively responsible experience as a Customer Service Representative with the Tuolumne Utilities District and is fully trained and satisfactorily performing the full range of responsibilities independently with minimal, general supervision.

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: ____ / ____ / ____			