
Rosamond Community Services District

JOB DESCRIPTION

CUSTOMER SERVICE REPRESENTATIVE I

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

Definition

At this level, incumbents learn and perform a limited range of the less complex or specialized work tasks, under closer supervision, with less latitude for independent action. Performs a variety of routine to complex customer service functions including maintaining customer account information, collection and credit arrangements, answering customer inquiries and resolving complaints, receiving payments, issuing receipts, inputting data into the computer, and generating service orders; Performs switchboard operation and reception duties; receives and routes incoming calls to appropriate departments; sign in and direct visitors.

Supervision Received and Exercised

Direct supervision is received from the Customer Service Supervisor or as directed by the Director of Administration/Board Secretary. This position has no supervisory responsibilities.

Essential Functions:

1. Provides assistance to customers in person at the front counter and on the telephone; answers customer inquiries and resolves complaints.
2. Receives and processes walk-in and over the counter utility bill payments and engineering fees; operates a cash register and credit card terminal; computes change and issues receipts.
3. Prepares and enters information into computer for new utility accounts, new meter installations and locations; maintains accuracy of all customer service billing records and makes changes as necessary.
4. Maintains records of past due customer accounts; refers delinquent accounts per established District policy.
5. Generates service orders for Public Works Operators and makes a record of fieldwork completed,
6. Regular attendance at the work site.

Additional Duties:

1. Balance Cash Drawer nightly.

2. Performs a variety of clerical duties such as answering the telephone and directing calls, maintaining files and records, and typing and sending routine letters to customers.
3. Serves as receptionist and operates the District switchboard as necessary.
4. Distributes District-wide mail.
5. Opens and closes the Administration buildings and turns alarm system on and off.
6. Performs other duties as assigned.

Qualifications:

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:

Modern principles and practices of providing good customer service; office procedures and methods; cash handling techniques; record keeping procedures; basic accounting and mathematics; techniques for dealing with delinquent accounts.

Ability to:

Operating a personal computer and using customer service database; provide tactful and courteous service to the public; resolve complaints in a calm and effective manner; perform mathematical calculations accurately and quickly; respond to requests for information from the public and other departments in an accurate and timely manner; explain District policies and procedures to customers; understand and carry out oral and written instructions; communicate clearly and concisely, both orally and in writing; establish and maintain cooperative working relationships with those contacted in the course of work; maintain physical condition appropriate to the performance of assigned duties and responsibilities; maintain mental capacity, which allows the capability of making sound decisions and demonstrating intellectual capabilities; maintain effective audio-visual discrimination and perception needed for making observations, communicating with others, reading, writing, and operating assigned equipment.

Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education and/or Experience:

High school diploma or general education degree (GED); and (1) one year of customer service experience; experience in customer service functions in a government or public utility setting; or equivalent combination of education and experience, which included some business administration courses or related field.

Language Skills:

Must be able to read, write and speak fluent English. Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Mathematical Skills:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability:

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

Computer Skills:

To perform this job successfully, an individual should have knowledge of Microsoft Office Spreadsheet software, Word Processing software and/or any other related software programs.

Certificates, Licenses, Registrations:

Valid Class C driver's license and satisfactory driving record

Other Qualifications:

None

Physical Demands:

The physical demands described here 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 for long periods of time; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to stand; walk; climb or balance and stoop, kneel, crouch, or crawl. The employee must regularly lift and /or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 40 pounds.

Work Environment:

The work environment characteristics described here 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.

The noise level in the work environment is usually quiet.