

HUMBOLDT COMMUNITY SERVICES DISTRICT JOB DESCRIPTION:

CUSTOMER SERVICE REPRESENTATIVE I

Effective: May 1, 2022

Reporting to the Finance Manager, the Customer Service Representative (CSR) series is a non-exempt/hourly classification.

Definition

Under general supervision, the CSR classification perform a variety of clerical functions and accounting work as well as statistical fiscal recordkeeping assignments. The team member occupying this position receives and resolves complaints and questions concerning the delivery of services, cash receipting, and maintenance of the District's utility billing records and accounts. May be assigned primarily to a specific financial area such as accounts payable, accounts receivable, and/or utility billing. May serve as Board Secretary Pro-Tem.

Essential Functions/Duties:

- Provide front counter face-to-face service to public
- Answer the telephone and respond to customer service calls or direct calls to appropriate department.
- Process various methods of customer payments received.
- Receives and processes service requests, collecting appropriate funds, and coordinates establishment of services with other District staff.
- Receives and responds to complaints about District service; resolves a variety of problems related to accurate meter readings, high consumption, delinquent accounts, turn-ons, turn offs, non-reads, and improper billings
- Receives and processes billing payments.
- Resolves difficulties concerning the processing of service orders and delinquent accounts.
- Makes mathematical calculations.
- Prepare utility bills.
- Reconcile cash drawer and prepare deposit as required.
- Assists accounts receivable and accounts payable
- Establish and maintain cooperative working relationships with co-workers, outside agencies, and the public
- Regular attendance and adherence to prescribed work schedule to conduct job responsibilities.

Other Duties include, but are not limited to:

- Maintains orderly filing system of billing registers and customer account information.
- Prepare/process miscellaneous accounts receivable invoices.
- Follows up on delinquent and potential bad debt accounts and act as liaison with collection agency.

- Liaison with Utility billing, Meter reading, Accounts Receivable, and Accounts payable software providers.
- Maintain sufficient routine operational supplies as needed and notify Finance Manager of any deficiencies or irregularities in those supplies.
- Processes accounts payable for payment including statements, invoice reconciliation, preparation of pay vouchers and A/P checks.
- Maintains Procedure Manual
- Trains new CSRs as directed
- Assist with Cash Management and monthly reporting
- Performs other related duties as assigned.

Employment Standards

Knowledge of:

- Business letter writing and business forms.
- Business English, including vocabulary, correct grammatical usage and punctuation.
- Basic mathematics
- Electronic Filing systems.
- Office machines and their operation.
- Methods, practices and terminology used in financial, statistical and clerical work
- Basics of data processing.
- Accounting basics including Accounts Payable, Accounts Receivable, account reconciliations, utility billing, and bank account reconciliation.
- PC operation, including word processing and spreadsheet applications.
- Customer service methods and procedures

Ability to:

- Perform a variety of difficult and sensitive customer service functions regarding the establishment and maintenance of District services.
- Maintain and update payment and billing records, resolving problems regarding delinquent accounts.
- Research and evaluate information regarding customer service and payment problems.
- Analyze and evaluate customer complaints
- Meet deadlines and perform multiple tasks efficiently
- Spell correctly and use proper English.
- Perform responsible clerical tasks with general supervision.
- Organize, prioritize, and carry out assignments.
- Type at 50 wpm accurately, 10-key by touch.
- Operate a computer terminal and PC.
- Accurate input and output of customer billing data.
- Compose letters and reports.
- Make arithmetic computations rapidly and accurately.
- Coordinate customer service functions with other District functions and services.
- Maintain tactful and good relations when working with the public regarding District services and complaints.
- Understand and carry out oral and written instructions.

- Communicate orally with District management, co-workers, and the public in face-to-face, one-to-one, and group settings.

Typical Physical Activities

The physical requirements for this classification are representative of those that must be met by an employee to successfully perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

- Work at a desk for an extended period of time
- Regularly uses a telephone and radio for communication.
- Sufficient finger/hand coordination and dexterity to operate and adjust office equipment.
- Stands and sits for extended time periods.
- Work in an office environment, bend/stoop, retrieve files, lift and move objects weighing up to 25 lbs. such as books, binders, and small office equipment or other materials, and use step-stools/ladders to store and retrieve items of various sizes, shapes, and forms.
- Use office equipment such as computers, copiers, and FAX machines.
- Hearing and vision in normal ranges, with or without correction.

Environmental Factors:

- Exposure to the sun: 10% or less work time spent outside a building and exposed to the sun
- Irregular or extended work hours: Occasionally required to change working hours or work overtime.

Special License/Certification Requirements

- Possession of a valid California Driver's license issued by the State Department of Motor Vehicles may be required at the time of appointment. Individuals who do not meet this requirement due to a physical disability will be considered for accommodation on a case-by-case basis.
- Proof of citizenship and/or eligibility to legally work in the United States.
- Must submit to basic skills testing (Word, Excel, typing, 10-key), and pass a pre-employment drug test and physical.

Desirable Education and Experience

Any combination of education and experience which would likely provide the necessary knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

- High School diploma/GED required
- Completion of basic educational training in bookkeeping skills
- One (1) year of responsible work experience in the clerical, bookkeeping, data processing and/or customer service fields is highly desirable.

Work Hours

Regular working hours for office workers and management personnel is Monday through Friday; 8:00 A.M. to 5:00 P.M. with a one-hour staggered lunch break. On occasion, irregular or extended work hours may be required.

This job specification should not be interpreted as all-inclusive. It is intended to identify essential functions and requirements of the job. Not all incumbents may perform all duties at all times. However, incumbents must be able to perform essential duties, with or without accommodation for disability at any time while holding this position.

Employee Acknowledgement

I acknowledge and understand that receipt of this job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements and, at this time, I know no limitations which would prevent me from performing these functions with or without reasonable accommodation. I further understand that it is my responsibility to inform the General Manager at any time that I am unable to perform these functions.

The specific statements shown in each section of this job description are not intended to be all inclusive. They represent typical elements and criteria necessary to successfully perform the job. Job duties, tasks, work hours, and work requirements may be changed at any time. Acceptable job performance includes completion of the job responsibilities as well as compliance with the policies, procedures, rules and regulations of the District. My signature below confirms that I have read and understand this job description.

I have received and read this Job Description, fully understand it and freely agree to its terms.

Dated _____

Employee Signature _____