

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 direct supervision, the CSR I performs a variety of customer water and sewer billing procedures, clerical functions, accounting work, and recordkeeping assignments. The team member occupying this position receives and resolves complaints and questions regarding service delivery, cash receipting, and maintenance of the District's utility billing records and accounts. The employee may be assigned primarily to a specific financial area, such as accounts payable, accounts receivable, and/or utility billing.

Essential Functions:

- Provides front counter face-to-face service to public
- Answers the telephone and responds to customer service calls or directs calls to the appropriate department.
- Responds to customer inquiries via email
- Processes customer payments received.
- Assist Customers in initiating or closing service.
- Creates and processes service requests, coordinates with District staff to complete actions as needed.
- Receives and responds to customer inquiries about District service, including, but not limited to, inquiries related to accurate meter readings, high consumption, delinquent accounts, turn-ons, turnoffs, non-reads, and improper billings
- Resolves difficulties concerning delinquent accounts.
- Makes mathematical calculations.
- Transfers computerized billing information between the meter reading system and the billing system.
- Prepares utility bills and verifies billing accuracy.
- Reconciles cash drawer and prepares bank deposits.
- Assists accounts receivable and accounts payable
- Establishes and maintains cooperative working relationships with co-workers, outside agencies, and the public.
- Regular attendance and adherence to the prescribed work schedule to conduct job responsibilities.

Other Duties

- Maintains an orderly filing system of billing registers and customer account information.

- Prepares and processes miscellaneous accounts receivable invoices.
- Follows up on delinquent and bad debt accounts and acts as liaison with the collection agency.
- Liaisons with utility billing, meter reading, accounts receivable, and accounts payable software providers.
- Maintains sufficient routine operational supplies as needed and notifies the Finance Manager of any deficiencies or irregularities in those supplies.
- Processes accounts payable for payment, including statements, invoice reconciliation, preparation of vouchers, and generation of checks.
- Maintains procedure manual
- Trains new CSRs as directed
- Assists with cash management to ensure the cash drawer is balanced and well-stocked
- Performs other related duties as assigned.

Job Standards/Specifications

Knowledge of:

- Business letter writing and business form creation.
- 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 and resolve 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.
- 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 Requirements

- Work at a desk for an extended period of time.
- Work in an office environment, lift and move objects up to 15 pounds such as large binders, books, and small office equipment.
- Sufficient finger/hand coordination and dexterity to operate and adjust office equipment.
- Regularly uses a telephone for communication.
- Use office equipment such as computers, printer/copiers, and FAX machines.
- Sits and/or stands for extended time periods.
- Hearing and vision within normal ranges with or without correction.

Environmental Factors

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

Desirable Qualifications

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:

Education: Completion of High School Diploma/GED. Completion of coursework in bookkeeping skills.

Experience: One (1) year of increasingly responsible experience in the clerical, bookkeeping, data processing, and/or customer service fields is highly desirable.

Special License/Certification Requirements

Driver's License: Possession of a valid California Class C Driver's License may be required at the time of appointment. Failure to obtain or maintain such required license(s) may be cause for disciplinary action. Individuals who do not meet this requirement due to a physical disability will be considered for accommodation on a case-by-case basis.

Possession and proof of a driving record free of multiple or serious traffic violations or accidents for two (2) consecutive years.

Work Hours

Regular working hours for Customer Services Department employees are Monday through Friday; 8:00 A.M. to 5:00 P.M. with a one-hour staggered lunch break. One of the three Customer Service Representatives will be scheduled for 7:30 A.M. to 4:30 P.M. on a regular rotating schedule. On occasion, irregular or extended work hours may be required.

Other Requirements:

Per California Government Code, Title 1, Division 4, Chapter 8, Section 3100, "all public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law." As such, District employees are required to sign an oath pledging support of the US and California Constitutions and affirming that the employee will perform emergency response duties to aid in disaster recovery.

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_____