

**Sacramento Suburban Water District
Classification Specification**

Job Class: Customer Service Representative I/II

FLSA Status: Non Exempt

Effective Date: September 16, 2019

Definition

Performs a variety of functions in conducting administrative and business functions for the District, including processing customer requests for service, resolving questions concerning the delivery of service and status of accounts, and processing payments.

Distinguishing Characteristics

Customer Service Representative I is the entry-level class and is distinguished from the II level by the performance of less than the full range of duties assigned to the II level. Incumbents work under close supervision while learning job tasks, progressing to general supervision as procedures and process of assigned area of responsibility are learned. Individuals may advance to the Customer Service Representative II position after successfully completing an introductory period, gaining two (2) years of experience, completing a combination of job-related training courses, and demonstrating on-the-job performance, proficiency, and competency.

Customer Service Representative II is the journey level class and is distinguished from the I level by the assignment of the full range of complex customer service related duties. Employees at this level receive only occasional instruction or assistance as new, unusual, or unique situations arise and are fully aware of the operating procedures and policies within the work unit.

Examples of Essential Duties

The following duties are typical for this classification. Depending upon the assignment, the employee may not perform all of the listed duties and may be required to perform additional or different duties from those below to address business needs and changing business practices. Management retains the right to add, remove, or change duties at any time.

- Communicates with customers face-to-face, by telephone, and via electronic mail, collects appropriate funds, and coordinates establishment of services with other District staff.
- Performs cashiering duties, including preparing a daily deposit and maintaining an accurate cash drawer count.
- Receives and responds to inquiries about District service; resolves a variety of questions related to accurate meter readings, high consumption, delinquent accounts, disconnects, re-connects, non-reads, and improper billings.
- Coordinates inquiries with account status, meter location, type of installation, and meter size with appropriate District staff.
- Performs fiscal recordkeeping in maintaining and updating billing accounts.
- Utilize a variety of specialized software programs and confidential databases, such as

- TrueBill, Cityworks, Sacramento County Parcel Viewer, and OnBase
- Researches and applies District policies and regulations regarding establishing and maintaining billing accounts.
 - Resolves questions concerning the processing of billing related orders and delinquent accounts.
 - Generates collections on delinquent bills, places Claim of Liens on outstanding bills, and coordinates with collection agency for uncollected accounts.
 - Processes escrow demands and lien releases for properties in the District.
 - Diagnoses other water related questions or concerns and refers customer to proper staff for resolution.
 - Provides information to customers regarding District services and programs (Water Wise House Calls, rebate programs, payment options, etc.).
 - Maintains regular attendance and adheres to prescribed work schedule to conduct job responsibilities.
 - Builds and maintains positive working relationships with coworkers, other District employees, and the public using principles of good customer service.
 - Performs related duties as assigned.

Minimum Qualifications

Knowledge Of:

- Billing practices and fiscal recordkeeping methods.
- Computerized billing and service information systems.
- Modern office methods, procedures, and equipment including common office computer software and database programs, including the Microsoft Suite of Programs (Word, Excel, Outlook, Access, and PowerPoint).
- Customer service procedures and methods of resolving complaints.
- District policies and regulations regarding establishing and maintaining services.
- Geography of the District and the location of District facilities.
- Techniques and principles of effective interpersonal communication.
- Principles and practices of customer service.
- Principles and practices of work safety.

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 delinquent accounts.
- Research and evaluate information regarding customer service and payment inquiries.
- Review and evaluate customer inquiries.
- Make arithmetic calculations quickly and accurately.
- Coordinate customer service functions with other department functions and services.
- Operate a computer for word processing, database, and department specific software.
- Maintain tactful and good relations when working with the public regarding District services.
- Represent the District in a positive and professional manner at all times.
- Be an integral team player, which involves flexibility, cooperation, and

- communication.
- Communicate effectively both orally and in writing.
 - Establish and maintain cooperative working relationships with coworkers, outside agencies, and the public.
 - Prioritize a number of competing tasks simultaneously while providing high quality customer service.
 - Pass pre-employment physical, drug and alcohol examination, and background check.

Experience and Education:

Experience:

Customer Service Representative I: Six (6) months of experience performing customer service related tasks which includes public contact experience.

Customer Service Representative II: Two (2) years of experience performing customer service and related work at a level equivalent to the Customer Service Representative I.

Education:

High school diploma or equivalent.

License and/or Certificates:

- Valid Driver's License issued by the California Department of Motor Vehicles and proof of good driving record as evidenced by the absence of multiple or serious traffic violations or accidents for at least two (2) years duration. The driving record will not contribute to an increase in the District's automobile rates. Individuals who do not meet this requirement due to a physical disability will be considered for accommodation on a case-by-case basis.

Working Conditions and Physical Demands


The conditions 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 job functions.

- Communicates orally with District management, coworkers, and the public in face-to-face, one-to-one, and group settings.
- Regularly uses a telephone and email for communication.
- Regularly uses computer, keyboard, and mouse.
- Regularly uses office equipment, such as copiers.
- Works at a desk and sits for extended periods.
- Works in an office environment; lifts and moves objects up to 15 pounds, such as office supplies and small office equipment.
- Hearing and vision within normal ranges with or without correction.
- Occasionally may be required to change working hours or work overtime.

The specific statements shown in each section of this class specification are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.

APPROVED:

Dated: 9/16/19

By: 
Dan York
General Manager

Employee Statement:

I certify I have read, understand, and acknowledge receiving a copy of this class specification.

Employee Signature

Date