

Sacramento Suburban Water District Classification Specification

Job Class: Senior Customer Service Representative

FLSA Status: Non Exempt

Effective Date: November 18, 2020

Definition

Plans, organizes, assigns, and reviews the work of customer service staff engaged in a variety of administrative and business functions for the District; performs duties requiring advanced knowledge of District technology, policies, and procedures; and provides technical level support to the Customer Services Manager.

Distinguishing Characteristics

The Senior Customer Service Representative is the advanced journey level in the Customer Service Representative class series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed, complexity of duties assigned, independence of action taken, by the amount of time spent performing the duties, and by the nature of the required public contact. Employees perform the most difficult and responsible duties assigned to classes within this series, including providing technical and functional supervision over customer service staff. Employees at this level are required to be fully trained in all procedures related to assigned areas of responsibility.

Supervision Responsibilities

Responsibilities include providing technical and functional supervision over assigned staff.

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.

- Plans, prioritizes, and reviews the work of staff assigned to a variety of customer services activities including the receipt of inquiries about District service and resolution of questions related to accurate meter readings, high consumption, delinquent accounts, disconnects, re-connects, non-reads and improper billings.
- Develop schedules and methods to accomplish assignments ensuring work is completed in a timely and efficient manner.
- Using benchmarks, monitors and assigns workload to distribute tasks to staff.
- Participates in evaluating the activities of staff, recommending improvements and modifications.
- Provides and coordinates staff training; works with employees to correct deficiencies.

- Performs specialized work involving the preparation of daily deposits and review of monthly bank statements.
- Oversees billing of customer accounts on a weekly basis, including estimating meter reads and providing advanced troubleshooting support to the Customer Service Representatives.
- Creates and maintains training and instruction documents; develops recommendations for new and revised procedures.
- 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.
- Resolves escalated questions/complaints concerning the processing of billing related orders and delinquent accounts.
- Oversees collection activity on delinquent bills, including coordinating with collection agency for uncollected accounts.
- 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:

- Principles and practices of technical and functional supervision and training.
- Principles and 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.
- Advanced principles and practices of customer service.
- Principles and practices of work safety.

Ability To:

- Organize, assign and review the work of staff engaged in a variety of customer service and billing activities.
- Perform the most 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.
- Pass pre-employment physical, drug and alcohol examination, and background check.

Experience and Education:

Experience:

Two (2) years of experience performing customer service and related work, preferably in the water/wastewater industry, at a level equivalent to the Customer Service Representative II.

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 and postage machines.
- 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: 11/18/2020

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