

TWENTYNINE PALMS WATER DISTRICT

Customer Service Representative

STATUS: Non-exempt
DEPARTMENT: Administrative Services
SUPERVISOR: Office Manager
HOURLY RATE: \$23.91 - \$28.08

SUMMARY: Under supervision of the Office Manager; applies office and public relations skills to the processes of customer service; responsible for assisting customers concerning water services, payment and inquiries; and to perform related work and other duties as required.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following; other duties may be assigned:

- Processes orders for initiation or disconnection of water service.
- Prepares and maintains files on all District customers.
- Receives and accepts payments for various District billings.
- Handles a variety of customer inquiries and complaints related to accurate meter readings, water leaks, pressure problems, high consumption, delinquent accounts, turn-ons, turn-offs, non-reads and improper billings within established District procedures, delegating these and other inquiries when necessary.
- Notifies supervisor of account status problems.
- Applies District policies and regulations regarding establishment and maintenance of services.
- Assists in resolving difficulties concerning the processing of orders and delinquent accounts.
- Reception desk duties of answering, screening and directing incoming calls as well as taking complete telephone messages; greeting, screening and directing visitors appropriately.
- Radio dispatch according to established procedures.
- Obtains information from customers to update water accounts.
- Issues tokens for pay meters to qualified individuals.
- Operates all office equipment with efficiency.
- Deals effectively and courteously with customers and the general public.
- Proper knowledge of safety practices.
- Attends safety meetings as required.
- Complies with the District's Injury and Illness Prevention Program.
- Acquires CPR and First Aid Basic Training within the probationary period.

CERTIFICATES, LICENSES, REGISTRATIONS: Possession of a Class C California operator's license issued by the State Department of Motor Vehicles, along with proof of

insurance. Possession and proof of a good driving record as evidenced by freedom from 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 insurance rates.

EDUCATION and/or 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: College-level courses in business or related subjects desired; three (3) years of increasingly responsible experience in receptionist/customer service-type work, to include experience using a multi-lined telephone system.

QUALIFICATION REQUIREMENTS: 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:

- Proper telephone etiquette and English grammar.
- Principles and practices of customer service and customer relations.
- Programs, functions, purposes and activities of the District.
- Modern office practices and procedures.
- District policies, rules, regulations and procedures.
- Work safety standards and requirements.
- Geography of the District and location of District facilities.

ABILITY TO:

- Perform a variety of customer service support work.
- Follow oral and written instructions.
- Type 45 wpm with a minimum of errors.
- Handle a variety of customer inquiries and complaints directly or by delegating when necessary.
- Responsibly and accurately handle cash on a continuous basis.
- Use computer systems and software packages related to water service accounts and customer service functions.
- Handle irate customers in an effective and professional manner.
- Consistently deal efficiently and courteously with customers, co-workers, visitors, members of the Board and the general public.
- Establish and maintain cooperative working relationships.

TYPICAL PHYSICAL ACTIVITIES: The physical activities 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.

- May travel by automobile in conducting daily District business.
- Communicates orally with District management, Board members, co-workers and the public in face-to-face, one-to-one and group settings.
- Regularly uses a telephone and radio for communication.
- Uses office equipment such as computer terminals, copiers and fax machines.
- Sits for extended time periods.
- Hearing and vision within normal ranges.

Employee Signature

Date

Supervisor Signature

Date