

Washington Water Authority Position Description

Functional Title: Part-Time Customer Service Representative I

Exempt (Y/N): No

Department: Customer Service

Date:

Reports To:

SUMMARY

The incumbent is responsible to provide excellent customer service, cash collections and billing as well as meter reading collections in an efficient and accurate manner.

ESSENTIAL DUTIES and RESPONSIBILITIES include the following. Other duties may be assigned.

1. Answer telephone; set up new service accounts for customers, answer questions, field complaints concerning service and assist customers with billing or meter problems or concerns.
2. Process a large quantity of payments monthly, balance cash drawer, sell plumbing permits, create work orders and check-in once completed.
3. Create discs for meter services using Badger Meter software, unload discs and analyze consumption, alert customers to leaks if warranted.
4. Maintain accurate meter information and meter reads each month.
5. Review meter read registers and billing calculations and correct errors in order to mail billings on time.
6. Prepare final billing for customers that have ended service and mail.
7. Process bank drafts to Arvest, send shut office notices and regular bills.
8. Enter and maintain new customer personal and meter information in order for monthly billing to begin.
9. Assist plumbers with permits and make sure necessary paperwork and inspections have been completed and passed.
10. Keep monthly log of all adjustments (penalties, shut-offs fees, etc.).
11. Perform other related duties as required or assigned.

FISCAL RESPONSIBILITIES

Annual budget	\$ N/A
Facilities/Equipment	\$ 50,000

QUALIFICATIONS

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.

EDUCATION and/or EXPERIENCE

High school diploma or general education degree (GED); 12-18 months related experience and/or training; or equivalent combination of education and experience.

MINIMUM KNOWLEDGE and ABILITIES

Ability to research data and know where to obtain data. Ability to deal effectively and tactfully with customers and vendors. Ability to make decisions in a timely and professional manner, plus have analytical ability, initiative and problems solving ability.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of an organization.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS

Required:

Preferred:

INTERNAL COMMUNICATION

Office Supervisor, Manager, Assistant Manager.

EXTERNAL COMMUNICATION

Badger Meter, Incode and other Outside Representatives as needed.

USE OF COMPUTERS, SOFTWARE and EQUIPMENT

Must have the ability to operate general office equipment and computers. Must be proficient in the use of various software programs and two-way radio.

PHYSICAL DEMANDS

The physical demands 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.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit. The employee is occasionally required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this position include; close, distance and color vision, as well as peripheral vision.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.