JOB DESCRIPTION

Coachella Valley Water District

Date: July 2010

TITLE: CUSTOMER SERVICE REPRESENTATIVE I

DEPARTMENT: SERVICE

(WORKS A 5 DAY ON, 2 DAY OFF SCHEDULE, MAY WORK WEEKENDS)

SECTION: CUSTOMER SERVICE

SRN: A - 20:

REPORTING RELATIONSHIP:

Reports to: Water Service Supervisor.

Supervises the following positions: Not applicable

DEFINITION: Under General Supervision, performs a variety of routine customer service functions including receiving and processing orders for irrigation, domestic water and sewer service, by telephone and in person, using professional customer service skills when responding to customer inquiries and problems. Work under office conditions involving a public counter, high telephone volume and radio dispatching functions.

ESSENTIAL FUNCTIONS:

1. Receives and process accurately irrigation water orders, requests for domestic water and sanitation inquiries by telephone or in person. Receives calls regarding breaks, malfunctions, and temporary turn offs. Receives and processes unscheduled water orders, changes in amounts of water ordered and informational requests.

2. Dispatches appropriate district personnel to solve problems using a 2-way radio, to handle emergency calls regarding breaks, malfunctions, no water, temporary turn-on & offs, unscheduled water orders, and changes in amounts of water ordered.

3. Checks irrigation meter numbers for accuracy to insure clearance for delivery, customer identification and authorization, the ordered amount is recorded, and the turn-on and turn-off dates are accurate.

4. Receives and processes accurately name and address changes, account inquiries of payments and transfers, and informational requests on the status of accounts.

5. Operates a computer work station.

6. Tactfully and courteously work with the public and employees of the District.
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Customer Service Representative I

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MINIMUM QUALIFICATIONS:

Training & Experience: A typical way of obtaining the knowledge, skills and abilities is graduation from high school or G.E.D. equivalent and one year of office administrative or customer service experience, or an equivalent combination of training and experience. Experience in customer service functions in a government or public utility setting is highly desirable.

Knowledge of:
- Methods of computer entry and data retrieval
- Filing methods and recordkeeping principles and practices
- Common office equipment
- Correct English language usage, spelling, and grammar
- Effective customer service techniques

Abilities:
- Communicate effectively with others verbally and in writing
- Work rapidly and accurately in receiving and processing water orders
- Follow written and oral directions
- Learn and implement district policies regarding the establishment of water deliver service, sanitation collection service, and billing for services
- Learn basic operations relating to the distribution of irrigation, sanitation and domestic water
- Develop and use professional customer service skills in working with the public
- Operate a computer workstation

Advancement: A Customer Service Representative I may advance to Customer Service Representative II upon satisfactory completion of a minimum of three years as a Customer Service Representative I, performing 100% of the job duty assessment criteria for the Customer Service Representative I, and 80% of the criteria for the Customer Service Representative II or five years experience in a customer service related position.

PHYSICAL REQUIREMENTS:

1. Lifts plat books weighing in excess of 10 pounds.
2. Sits for prolonged periods of time.
3. Uses voice to communicate by radio and telephone.
4. Operates a computer workstation.

Driving: NONE

See Human Resources for physical assessment form.