JOB DESCRIPTION

Coachella Valley Water District Date: July 2010

TITLE: CUSTOMER SERVICE REPRESENTATIVE II DEPARTMENT: SERVICE

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

SECTION: CUSTOMER SERVICE SRN: A - 24:

REPORTING RELATIONSHIP:

Reports to: Water Service Supervisor.

Supervises the following positions: Not applicable

DEFINITION: Under General Supervision, to receive and process orders for agriculture irrigation water, domestic water, sewer service and industrial water orders; to perform customer service telephone work. May assist in training of water clerks; has proficient working knowledge of District functions and policies; Use professional customer service skills when responding to customer inquiries and problems. Works under office conditions involving a public counter, high telephone volume and radio dispatching functions.

ESSENTIAL FUNCTIONS:

1. Receives and processes accurately account payments and transfers, cash transactions, and informational requests on the status of accounts.

2. Receives and processes accurately requests for irrigation water orders, domestic water service, construction water, sanitation service and industrial water orders by telephone, email, fax or in person.

3. Receives and process emergency calls regarding breaks, malfunctions, no water and temporary turn on & turn offs.

4. Receives and processes unscheduled water orders, changes in amounts of water ordered and informational requests.

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

6. 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. Establishes new agriculture water accounts with customers.

7. Monitors and processes accounts that are off for non payment, delinquent or closed showing consumption.
ESSENTIAL FUNCTIONS Cont’d:

8. Reviews high water billings with customers and coordinates personnel for field investigations and meter testing.

9. Records ownership changes on properties receiving irrigation, domestic or sewer services.

10. Operates a computer work stations.

11. Tactfully and courteously work with the public and employees of the District.

12. Participates in cross-training and customer service training.

MINIMUM QUALIFICATIONS:

Training & Experience: A minimum of three years as a Customer Service Representative I. Perform 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. Five years 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
- Two-way radio dispatching
- Mathematics
- District functions & policies
- Effective customer service techniques and etiquette

Abilities:
- Communicate effectively with others verbally and in writing
- Work rapidly and accurately in receiving and processing water orders
- Accurately type 40 words per minute
- Follow written and oral directions
- Accurately process cash transactions
- Learn and implement district policies regarding the establishment of water deliver service, sanitation collection service, and billing for services
- Perform the more difficult work relating to the distribution of irrigation and domestic water
- Work independently and use sound judgment when solving problems
- Develop and use professional customer service skills in working with the public
- Effectively train other water clerks
- Operate a computer workstation
JOB DESCRIPTION

Customer Service Representative II

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.