**JOB DESCRIPTION**

Coachella Valley Water District

**TITLE:** CUSTOMER SERVICE REPRESENTATIVE III

**DEPARTMENT:** SERVICE

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

**SECTION:** CUSTOMER SERVICE

**SRN:** A - 28:

**REPORTING RELATIONSHIP:**

Reports to: Water Service Supervisor.

Supervises the following positions: Not applicable

**DEFINITION:** Under General Supervision, to receive and process a variety of routine to complex orders for agriculture irrigation water, domestic water, sewer service and industrial water orders; to provide some leadership and direction for the work of water service personnel in the absence of the supervisor and to perform customer service telephone work. To receive and resolve the more difficult complaints and questions concerning the delivery of services and status of accounts; Assist in training of water clerks; has proficient working knowledge of District functions and policies, Rules & Regulations; Use professional customer service skills when responding to customer inquiries and problems. The work of this position involves significant decision-making responsibilities and an extremely high level of customer contact. And to do other work as required.

**ESSENTIAL FUNCTIONS:**

1. Assist with training of Customer Service Representatives. Assist and may carry out Water Service Supervisor duties in their absence.

2. Perform all phases of receiving, researching, processing and responding to customer questions concerning irrigation, domestic water and sewer service, construction water, and industrial water orders by telephone, mail, fax, E-Mail or in person.

3. Draft letters and correspondence.

4. 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.

5. Coordinates the activities of field and office personnel in the delivery of domestic water, sanitation and irrigation water.

6. Monitors and processes accounts that are off for non payment, delinquent or closed showing consumption.
JOB DESCRIPTION

ESSENTIAL FUNCTIONS Cont’d:

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

8. Receives, processes and ensures proper account payments and transfers, cash transactions, address changes and informational requests on the status of accounts.

9. Researches difficult property ownership problems and interprets legal descriptions for domestic billing and irrigation delivery.

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

11. Operates a computer work stations.

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

13. Insures the proper disposition of customer complaints concerning billing, service installations, delivery requirements as related to domestic, irrigation, and sanitation services.

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

15. Monitors and maintains the Customer Service Call Center with the preparation of the Daily, Weekly & Monthly departmental status reports.

MINIMUM QUALIFICATIONS:

Training and Experience: A minimum of three years as a Customer Service Representative II. Perform 100% of the job duty assessment criteria for the Customer Service Representative II, and 80% of the criteria for the Customer Service Representative III or any combination of training or experience which would likely provide the required knowledge and abilities would be qualifying. A typical way to gain the required knowledge and abilities would be to have a minimum of five years experience in a customer service related position and pass the Customer Service Representative level III job duty assessment. Experience in customer service functions in a government or public utility setting is highly desirable.

Knowledge of:

- Computers
- Two-way radio dispatching
- Methods of computer entry and data retrieval
- Filing methods and recordkeeping principles and practices
- Common office equipment
- Correct English Language usage, spelling, and grammar
- Mathematics
- District Functions, Policies and Rules & Regulations
- Effective customer service techniques and etiquette.
MINIMUM QUALIFICATIONS (Cont.):

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 collections
- Implement district policies regarding the establishment of water delivery service, sanitation service and the billing for service
- Perform the more difficult work relating to the distribution of irrigation, sanitation and domestic water
- Use developed professional customer service skills in working with the public
- Work independently and use sound judgment when solving problems
- Effectively lead other water clerks
- Operate a computer workstation and work cooperatively with others
- Aid in the coordination of operations between service department and other departments
- Prepare reports

Education: Any combination of education that would give the required knowledge and abilities is qualifying. Completion of 25% of the courses required for a certificate of completion in business supervision college level instruction.

Desirable Qualifications: Accredited Customer Service Certificate; completion of college-level courses relevant to water conservation; possession of a Water Distribution Grade 1 Certificate.

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.