



Clearlake Oaks County Water District

Job Description

CUSTOMER SERVICE REP II

Administration

Status: Non-Exempt

Salary Range: \$17.75 - \$22.49

Conditions of Employment: This position is an "at will" basis, meaning you may resign at any time and that the General Manager may terminate your employment at any time, with or without cause. This position reports directly to and receives general supervision from the General Manager.

Definition/Summary: Customer Service Rep II is classified as Regular Full Time and is under the direction of the General Manager. This position works closely with the General Manager with Bookkeeping duties for administrative and operational staff. This position requires a high level of independent judgment and the ability to work with little supervision. Duties include managing accounts payables, entering daily deposits and transfers from all District bank accounts, including bank reconciliations, in addition to performing other tasks assigned by the General Manager.

As part of the customer service team this position performs duties pertinent to general office procedures. This position requires a variety of clerical and customer service tasks including but not limited to answering phones, exercises considerable judgment while providing information in response to a wide variety of inquires, composes correspondence on routine and complex matters requiring tact and direction; provides a high level of proficiency at letter writing, organizing, and prioritizing a variety of tasks as efficiently as possible. Assists in preparing, processing and recording work orders, maintains customer master files, maintain records of water and sewer service installations, exercises considerable judgment while providing information in response to a wide variety of inquires, composes correspondence on routine and complex matters requiring tact and direction.

This position also manages the Backflow Prevention Program with direction from the Operations Manager.

Customer Service Rep II will fulfill Customer Service Rep I duties when vacant, and will be crossed trained in specific tasks for Customer Service Rep III

Minimum Requirements:

Education: High School Graduate or equivalent. Supplemental education in business administration or administrative experience desired. Must possess a valid California Driver License.

Experience: Two years of customer service experience and two years computer bookkeeping or accounting experience. Experience working for a public agency is highly desirable.

Knowledge of: Modern office procedures and office equipment including networked computers and printers, Quickbooks and Microsoft Word and Excel. Principals and practices of fiscal, statistical and administrative research and report preparation; English usage, grammar, spelling and punctuation; principals and procedures of filing and record keeping; methods and techniques of public relations and customer service, basic mathematical principals; operations, services and activities of a municipality; techniques of business letter writing and report preparation. District policies and procedures related to water and sewer service installations, backflow prevention, purchase orders, customer service, accounts receivable, and collections.

Ability To: Understand and follow oral and written instructions. Work cooperatively with fellow employees and the public. Keep accurate records and perform daily routines with no supervision. Acquire knowledge of policies and procedure relative to District programs and relate same to the public. Ability to respond to public inquires and complaints in a tactful and courteous manner while maintaining a good working relationship with fellow employees. Ability to maintain a clean and professional appearance for themselves, staff and the District facilities they are responsible for.

Physical Requirements: This position requires prolonged sitting, standing, walking, twisting, turning, kneeling, bending, squatting, stooping, extended computer monitor exposure, repetitive hand motion, reaching, reading, writing, typing and lifting up to 25 pounds in performance of daily activities. Additionally, the position requires near vision in reading correspondence and statistical data on the computer. Acute hearing is required when providing telephone service and communicating in person and position requires responding to public inquiries and complaints in a tactful and courteous manner

Employee Signature: Date

General Manager Signature Date