



Clearlake Oaks County Water District

Job Description

CUSTOMER SERVICE REP I

Administration

Status: Non-Exempt

Salary Range: \$18.41 – \$27.15

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 I is classified as Regular Full Time and is under the direction of the General Manager. This position requires a variety of clerical and customer service tasks including but not limited to answering phones, directing calls, taking messages, process customer payments, maintaining a balanced cash drawer, process service work orders, receives, screens and responds to visitors and callers using the District's general guidelines, receive and post cash receipts, process service applications, closing accounts upon transfer of ownership, tracking and collection of potential delinquency problems, assists in processing service terminations, assists in the day to day customer inquiries and customer relations in general, provides a high level of proficiency at filing, organizing, prioritizing tasks and accomplishing a wide variety of tasks as efficiently as possible, opens and sorts mail, scanning and organizing documents and performs all other duties and special projects as assigned by the General Manager.

To ensure District coverage at all times, this position also requires cross training for specific tasks for Customer Service Reps II and 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: Minimum of one year customer service experience. Computerized bookkeeping/accounting/billing experience desired.

Knowledge of: Must be proficient in Microsoft Word and Excel and have knowledge of administrative and clerical procedures.

Ability To: Understand and follow oral and written instruction; communicate District policy to the public; work cooperatively with coworkers, developers, and the general public; keep accurate records; work independently with little supervision. Type 25 words per minute and ten key numeric pad. 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

Requirement

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 manners.

Employee Signature:

Date

General Manager Signature

Date