



Clearlake Oaks County Water District

Job Description

CUSTOMER SERVICE REP LEAD

Administration

Status: Non-Exempt

Salary Range: \$24.21 - \$36.57

Titles covered by Customer Service Rep Lead

Billing Manager

Payroll Manager

Secretary of the Board

Yolo County Coordinator

Water Quality Coordinator

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

Definition/Summary: Customer Service Rep Lead is classified as Regular Full Time, under the direction of the Board of Directors. This position directs Customer Service staff and insures quality customer service is provided at all times. This position is responsible for assisting in the development and implementation of policies and procedures essential to maximizing the efficiency of the administration office. This position is distinguished by a high level of understanding of District policies and customer service procedures. Performance of basic to complex customer service functions, including but not limited to: directing customer service staff as needed, process all customer billing, account adjustments, service terminations, delinquent collections, opening and closing customer accounts, handles new service installations, quotes for connection, customer complaints and maintenance of property master files; cash receipts, post payments as needed, insures phones are answered in a timely manner; prepare, process and record work orders; post information to the District website, investigates, answers, and records all water quality complaints, calculate monthly Yolo statement, maintain and add delinquent accounts to the Lake County Tax Roll, provides a monthly activities/status report to the Board of Directors, performs all required duties of Secretary of the Board, and performs all other duties and special projects as assigned by the Board of Directors.

This position ensures Customer Service Reps I and II are crossed trained in specific areas to ensure District coverage.

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: Three years of customer service, computerized bookkeeping/accounting/billing and public agency experience desired.

Knowledge of: District policies and procedures related to water and sewer service installations, a high level of understanding of District customer data programs and filing procedures. Must be proficient in Microsoft Word and Excel.

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

Requirements: This position requires prolonged sitting, standing, walking, twisting, turning, kneeling, bending, squatting, stooping, extended computer monitor exposure, and 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 _____

Board President _____ Date _____