



March 2016
FLSA: NON-EXEMPT

CUSTOMER SERVICE REPRESENTATIVE I/II

DEFINITION

Under general supervision, performs a variety of responsible office support duties related to the establishment and maintenance of customer accounts for water and wastewater services; provides direct customer service associated with utility payments, requests for service, responding to complaints and providing information; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Customer Service/Water Conservation Supervisor. No supervision of staff is exercised.

CLASS CHARACTERISTICS

CSR I

This is an entry-level class within the District's customer service function. Incumbents are expected to perform a wide variety of customer service duties and will be required to work independently and use sound judgment. The work requires application and interpretation of policies, procedures, and regulations and involves frequent contact with the public.

CSR II

This is an experienced-level class within the District's customer service function. Incumbents are expected to perform a wide variety of customer service duties and will be required to work independently and use sound judgment. The work requires application and interpretation of policies, procedures, and regulations and involves frequent contact with the public. This class is distinguished from the Customer Service/Water Conservation Supervisor in that the latter oversees the day-to-day operations of the customer service and water conservation functions of the District.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

- Responds to customer inquiries and complaints in person or by telephone and provides information; provides for the resolution of unusual billing and customer cost situations by conducting appropriate research; and represents the District to callers and visitors in a professional and customer friendly manner.
- Receives and screens visitors and telephone calls; takes messages, directs the caller to the proper office or person, and/or provides factual information or problem resolution regarding District and departmental activities and functions that requires the application and explanation of rules, policies, and procedures.
- Interprets policies and procedures and explains service fees, rates, and procedures to customers; may waive fees under appropriate circumstances.

- Receives and processes service requests, sets up new accounts, determines and collects necessary charges and secures legal documents regarding property descriptions and ownership.
- Makes billing arrangements for new accounts and prepares closing bills for canceled service, including verification of deeded ownership changes.
- Operates computer billing systems; edits, prepares, and sends bills; maintains and reconciles a variety of customer billing records as directed; estimates proper billing amounts and makes appropriate adjustments ensuring proper billing codes.
- Receives customer payments in person, via District website, or by mail; makes change and issues receipts; balances cash receipts, processes mail payments, develops totals, prepares deposit documents and end-of-day reports, and delivers daily bank deposits.
- Makes appointments with customers for Water Conservation and Anti-Flood programs.
- Resolves issues and problems regarding the processing of orders and delinquent accounts.
- Prepares correspondence relating to customer service activities.
- Assists in the preparation of special reports related to customer billing.
- Organizes, coordinates, maintains, and updates departmental record systems; enters and updates information with departmental activity, inventory files, and report summaries.
- Receives, codes, logs, schedules, and distributes service requests and work orders.
- Operates standard office equipment, including job-related computer hardware and software applications, facsimile and scanning equipment and multi-line telephones; and may operate a two-way radio or other department-specific equipment.
- Performs project research and report preparation, technical reports and other technical work related to District activities.
- Drafts and types correspondence, reports, forms, invitations, graphic materials, and specialized documents; and proofs materials for accuracy, completeness, compliance with District policies, format and English usage, including grammar, punctuation, and spelling.
- Picks up, delivers, and sorts District mail.
- Performs related duties as assigned.
- Works with other agencies in regards to accounts and liens.

QUALIFICATIONS

Knowledge of:

- Practices and procedures related to accounting for receipts and the maintenance of customer accounts.
- Codes, regulations, policies, and procedures related to the customer service department.
- Business arithmetic and basic statistical techniques.
- Basic business letter writing and the standard format for reports and correspondence.
- Record keeping principles and procedures.
- Standard office support practices and procedures, including the use of standard office equipment.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors and District staff, in person and over the telephone.
- Techniques for providing a high level of customer service to public and District staff, in person and over the telephone.
- District boundaries for water and wastewater.
- Basic water and wastewater functions.

Ability to:

- Deal tactfully with the public and others in providing information, answering questions, and providing customer service.
- Respond to and effectively prioritize multiple phone calls and other requests or interruptions.
- Compose correspondence independently or from brief instructions.
- Balance cash receipts and maintain accurate financial records.
- Make accurate arithmetic, financial, and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Interpret and implement policies, procedures, and technical processes.
- Maintain detailed and accurate records.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone and in writing.
- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Establish and maintain effective working relationships with those contacted in the course of the work.

Education and Experience: *Any combination of training and experience which would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:*

CSR I

Equivalent to the completion of the twelfth (12th) grade and one (1) year of experience in customer service, maintaining financial and accounting records, and/or office support. College coursework or other specialized training in accounting is desirable.

CSR II

Equivalent to the completion of the twelfth (12th) grade and four (4) years of experience in customer service while at LACSD and/or equivalent water/wastewater District experience, maintaining financial and accounting records, and/or office support. College coursework or other specialized training in accounting is desirable.

License:

Must possess a valid California class C driver's license and have a satisfactory driving record.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups and over the telephone. This is primarily a sedentary office classification. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard, typewriter keyboard or calculator and to operate standard office

equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to potentially hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Management reserves the right to add, modify, change or rescind the work assignments of any positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Duties, responsibilities and activities may change at any time with or without notice