

**RANCHO CALIFORNIA WATER DISTRICT  
POSITION DESCRIPTION**

**DATE:** July 1, 2019

**POSITION TITLE:** **SENIOR CUSTOMER SERVICE REPRESENTATIVE**

**GRADE LEVEL:** E11

**SUPERVISOR TITLE:** Customer Service Supervisor

**FLSA STATUS:** [ ] Exempt [X] Non-Exempt

**BARGAINING UNIT:** [X] RCWDEA [ ] RCWD MPCEA

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**DEFINITION**

Under general supervision, perform a wide variety of complex accounting, clerical, and customer service duties

**CLASS CHARACTERISTICS**

This is a senior level classification. Positions assigned to this level provide lead direction and indirect supervision to journey level staff and independently perform highly technical accounting/clerical/customer service duties at a level beyond that found at a journey level. Lead duties include work assignments, ensuring completion and compliance with applicable standards, policies and procedures, as well as providing technical assistance and training. This job classification is represented by the Rancho California Water District Employees Association (RCWDEA) bargaining unit

**EXAMPLE OF DUTIES** (Duties may include, but are not limited to, the following):

-  Provide input to evaluation of the work of customer service representatives performing billing and customer service duties; ensure completion of assigned duties with appropriate quality and timeliness
-  Train assigned staff and provide technical assistance as required; recommend work methods and procedures
-  Provide staff assistance to senior staff; investigate and prepare recommendations related to operational and administrative issues
-  Perform customer service functions, such as interacting with customers in person, via telephone and email and records service comments in the Customer Information System

- ✎ Respond to and resolve customer account questions, problems and complaints
- ✎ Verifies customer account information by telephone, email, mail or fax
- ✎ Submits emergency and non-emergency requests for field service orders for meter repairs, investigation of water leaks and other problems
- ✎ Perform billing functions, such as opening and closing accounts, calculating and processing utility bills, cashiering, calculating and processing billing adjustments and processing meter reads
- ✎ Performs administrative duties in support of department functions such as organizing and maintaining various files, preparing correspondence, forms, and specialized documents
- ✎ Works with delinquent account customers to establish payment arrangements to avoid shut-off; requests the preparation of payment arrangement letters for signature
- ✎ Perform general office functions, such as filing, data entry, and operating office equipment
- ✎ Assist in coordinating reading of meters
- ✎ Assist in overseeing customer water service requests including turn-ons and turn-offs
- ✎ Assist in coordinating the delivery of notifications to customers for planned shutdowns or turn-offs due to non-payment
- ✎ Assist in coordinating the installation, removal, relocation and reading of construction meters
- ✎ Assist in analyzing title information for processing property and tax liens
- ✎ Assist in processing execution and notarization of documentation for filing/releasing property liens
- ✎ Assist in processing demand requests on property liens
- ✎ Analyze, compile, and provide yearly tax lien data
- ✎ Perform other duties as assigned

## **QUALIFICATIONS**

### **Knowledge of:**

- ✎ Basic accounting principles
- ✎ Basic word processing and computer spreadsheets
- ✎ Basic telephone and customer service techniques
- ✎ Basic filing and organizational techniques
- ✎ Proper work safety standards
- ✎ Principles and practices of public utility billing
- ✎ Applicable laws, codes and regulations
- ✎ District fees, rules and regulations

**Ability to:**

- ✎ Lead and participate in a full range of complex billing and customer services functions
- ✎ Diagnose problems and provide effective solutions
- ✎ Coordinate assigned activities with the activities of other departments
- ✎ Operate 10 key by touch
- ✎ Type 30 - 35 WPM
- ✎ Operate Personal Computer
- ✎ Compose general correspondence
- ✎ Offer helpful information in order to create favorable public relations
- ✎ Organize and prioritize a variety of assignments
- ✎ Comply with the District's Safety, Health and Environmental policies

**SELECTION GUIDELINES**

The appropriate knowledge, skills, and abilities can be achieved through a variety of combinations of experience and training. A typical example is:

**Experience:** Three (3) or more years of general accounting, clerical, utility billing, and customer service related experience

**Training:** Equivalent to the completion of the 12<sup>th</sup> grade, supplemented by specialized training in utility billing/customer service

**Licenses and Certificates:**

- ✎ Valid California driver's license, required

**PHYSICAL REQUIREMENTS/WORKING CONDITIONS**

The essential functions of this position will require the employee to perform the following physical activities:

- ✎ Frequently use office equipment such as a computer, copier and FAX machine
- ✎ Must be able to carry, push, pull, reach and lift materials and objects up to 25 lbs.
- ✎ Extended standing, walking, sitting, reaching, stooping, and bending
- ✎ Communicates verbally with District management, co-workers, and the public in face-to-face, one-on-one, and group meetings
- ✎ Regularly uses a telephone or radio for communication
- ✎ Ability to speak and hear both in person, by telephone, and radio

-  Vision within normal ranges with or without correction.
-  Regular attendance
-  Work in a temperature controlled office environment with moderate noise
-  Occasional travel by automobile conducting District business

_____ Employee Signature	_____ Date
_____ Supervisor/Manager Signature	_____ Date