



BEAUMONT-CHERRY VALLEY WATER DISTRICT
Invites applications for the position of:

Customer Service Representative I (Part-Time)

Opening Date: 3/22/2021	Closing Date: Open Until Filled
Department: Customer Service	FLSA Status: Non-Exempt
Salary:	\$17.65 – 21.45 Hourly
Hours/Week: 20 Hours	\$25,698.40 – 31,231.20 Annually

JOB SUMMARY

Class Characteristics:

Customer Service Representative I is a non-exempt entry-level customer service and support class position. Under general direction, performs a variety of routine to complex customer service functions including preparation of customer bills; providing information and researching problems; performing collections; receiving payments by telephone and in person; provides communications support and assists customers with emergency problems and conditions; handles a high volume of telephone, email, and in-person customer interactions involving a wide range of service, billing and other issues, often in emergency circumstances or with customers who are upset or distressed. Work may be reviewed while being carried out and upon completion; and changes in procedures, or exceptions to rules, are explained in detail as they arise. Direct supervision is received from the Customer Service Supervisor. Performs related duties as assigned.

Customer Service Representative II is an experienced non-exempt journey level customer service and support class position. At this level, incumbents may perform some, or all, of the duties typically assigned to the Customer Service Representative I classification on an as needed basis, in addition to performing higher level customer service work as described. Under general direction, performs additionally complex customer service functions including analysis of customer bills, researching complex problems, performing collections and making credit arrangements; handles more complex interactions with customers involving a wide range of service, billing, and other issues; and performs advance duties as assigned. Work is normally reviewed only upon completion and for overall results. Substantial knowledge of billing practices, policies and procedures, and the ability to resolve customer service problems that require use of sound independent judgement are essential. The II level also serves as a trainer for new staff.

Advancement from one level to another is not inherent to this classification series. The complexity of assignments distinguishes these job classifications. Opportunities may be provided on an intermittent or occasional basis, to cross-train in duties typically assigned to the next higher level within this series.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties and responsibilities listed below are intended to provide a representative list of the various types of work that may be performed. Specifications are not intended to reflect all duties performed within the job class, and incumbents may expect to perform other related similar duties.

Duties include but are not limited to the following:



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1. Responds to customer requests in person, email, mail, fax, or by telephone to initiate, add to or terminate residential, commercial, and temporary construction water service accounts; explains billing practices and rates; processes service turn-on or -off requests, accounts and field work orders.
2. Prepares customer bills utilizing a variety of data collection methods including manual and electronic meter reading devices and systems; analyze meter readings for accuracy and generates work orders for verification reads.
3. Prepares and posts account, service, comment, and payment data to customer account records by computer; processes auto-payment applications; process electronic payments; balance cash drawer and prepare portion of deposit.
4. Researches, assembles, and analyzes information as needed.
5. Prepares and maintains a variety of reports and records which are related, but not limited to, account balances, cash and sales, computer file maintenance, credit and collection of delinquent accounts, NSF checks, account adjustments, meter audits, and the current status of a variety of miscellaneous accounts such as deposits and refunds, etc.
6. Prepares service tags, investigation work orders, collection letters and reports, and such items as may be required by other District employees for the normal performance of their duties.
7. Answers questions about utility bills; reviews consumption history; conducts research to answer customer inquiries; submits field requests for meter re-reads and meter tests; reviews field results; estimates and recommends billing adjustments; follows up with customers to provide information on actions taken.
8. Responds to and resolves customer account questions, problems, and complaints; verifies customer account information; submits emergency and non-emergency requests for field service orders for meter repairs, investigation of water leaks and other problems.
9. Receives and processes work order requests for the installation of new services and meters; verifies that applications are complete; collects initial fees and deposits, based on fee schedules; prepares field work order requests; creates account numbers and records installed meter information.
10. Answers a broad range of general information questions about District programs, operations, rules, and procedures; provides communications support to field personnel in emergency situations.
11. Performs a wide variety of administrative tasks; provides administrative support to supervisors and managers, including typing letters, memos, preparing documentation, spreadsheets, and data entry.
12. Performs accounts receivable, collections, and other accounting staff support functions.
13. Trains new staff in the functions and duties of the Customer Service Representative (applicable to Customer Service Representative II); prepares and/or updates manual procedures.



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14. Participates in cross training and provides back up to other department staff.

DESIRED MINIMUM QUALIFICATIONS

Knowledge of:

1. Modern principles and practices of providing good customer service.
2. Modern office practices and procedures including cash handling techniques.
3. Business communication practices; correct English usage, including spelling, grammar, and punctuation.
4. Meter service and field operations and maintenance issues, including shut-downs, water outages and leaks and field operations methods and procedures.
5. Boundaries of the District service area and characteristics of its customer base, including typical causes for high consumption.
6. District water service rules, policies, practices and procedures for billing, collections, and credit.
7. The operation, uses, and requirements of the District's customer accounting system.
8. Basic terminology used in engineering maps and in legal property descriptions.
9. Basic accounting practices including accounts receivable and collections as well as basic mathematics.

Ability to:

1. Operate a computer utilizing a variety of software programs, sophisticated telephone equipment and other standard office equipment.
2. Handle tactfully and effectively sensitive customer relations situations and defuse situations that are highly emotional and volatile.
3. Quickly, efficiently, and calmly handle a high volume of customer interactions on a wide range of issues.
4. Understand, interpret, explain, and apply complex District rules regarding water service rates and policies.
5. Respond to requests for information from the public and other departments in an accurate and timely manner.
6. Reach decisions in accordance with rules and policies.
7. Understand and follow verbal and written instructions.



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8. Communicate clearly and effectively, both verbally and in writing.
9. Prepare clear, accurate and concise computer entries and other records.
10. Handle confidential matters with discretion.
11. Complete multiple tasks simultaneously throughout the day.
12. Perform basic mathematical calculations accurately and quickly.
13. Perform 10-key by touch.
14. Deal tactfully and courteously with internal and external customers.
15. Establish and maintain highly effective cooperative working relationships.

Training & Experience:

Training and experience substantially equivalent to graduation from high school or G.E.D. equivalent and one year of customer service experience. Experience in a public utility setting is highly desirable.

Customer Service Representative II

A minimum of two years progressively responsible experience in a customer service or clerical setting utilizing a computerized billing system with a similar volume and complexity. College level coursework in accounting, finance, business administration, information technology, or related subjects is preferred.

Licenses, Certificates, Special Requirements:

Must possess a valid Class "C" Driver's License issued by the California State Department of Motor Vehicles and the ability to maintain insurability under the District's Vehicle Insurance policy.

PHYSICAL AND MENTAL DEMANDS AND WORK ENVIRONMENT:

The physical and mental demands and the work environment characteristics described here are representative of those required for the performance of job duties.

Physical Demands:

While performing the duties of this class, the employee is regularly required to sit; talk or hear, both in person and by telephone; and use hands repetitively to operate, finger, handle or feel office computers and other standard office equipment; and reach with hands and arms. The employee is frequently required to stand and walk.

Specific vision abilities required by this job include close vision, distance, and the ability to adjust focus. The ability to read and appropriately comprehend small numbers and font and to perform extended hours working at a computer are also required for the performance of the job duties.



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Mental Demands:

While performing the duties of this class, the employee is regularly required to use written and oral communication skills; read and interpret complex data and information; make arithmetic calculations; analyze and solve customer problems; observe and interpret situations; learn and apply new information; rapidly perform highly detailed work on multiple, concurrent tasks with constant interruptions; establish and maintain effective working relationships with others encountered in the course of work; interact with customers who are often upset and dissatisfied.

Work Environment:

The employee works under office conditions involving a public counter and high telephone volume and the noise level is moderate.

Application Process

To **apply**, please visit: <http://www.bcvwd.org/employmentopportunities/>

Please note: Employment is contingent upon successful completion of a background investigation and a drug test. The provisions of this job bulletin do not constitute an expressed or implied contract.

BCVWD is an Equal Opportunity Employer.

GM Approval: T. A. [Signature] 3/24/2021

