



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

TEMPORARY CUSTOMER SERVICE REPRESENTATIVE (Grant, Part-Time)

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

SUMMARY

Customer Service Representative is a non-exempt entry- to journey-level customer service and support class. Under supervision, performs a variety of routine to complex customer service functions including preparation of customer bills, providing information, researching problems, performing collections and making credit arrangements, by telephone and in person; provides communications support and assists customers with emergency problems and conditions; handles a high volume of telephone 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; generates customer bills and other accounting functions; and performs related duties as assigned.

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:

1. Responds to customer requests in person or by telephone, mail and fax 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.
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, account adjustments, meter audits, and the current status of a variety of miscellaneous accounts such as deposits and refunds, etc.



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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 by telephone and in person about utility bills; reviews on-line 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; follow up with customers to provide information on actions taken.
8. Makes notification calls to delinquent customers; works with delinquent customers to establish credit arrangements to avoid shut-off; reverses late fees and delinquent processing charges within authority levels, when warranted by the circumstances.
9. Responds to and resolves customer account questions, problems and complaints; verifies customer account information by telephone, mail or fax; submits emergency and non-emergency requests for field service orders for meter repairs, investigation of water leaks and other problems.
10. Receives and processes engineering work order requests for the installation of new laterals, services and meters; verifies that applications are complete; calculates and collects initial fees and deposits, based on fee schedules; determines whether water capacity charges are applicable and calculates amounts; verifies or submits requests to obtain required permits; prepares field work order requests, interpreting where applicable instructions from the Engineering department; resolves discrepancies between field and owner descriptions of meter/service installation locations; sets up planning files for new developments and installation of fire sprinkler systems, ensuring maps, parcel information and other requirements have been met; assigns account and sequence numbers and records installed meter numbers; may record services and account/sequence numbers on District maps.
11. Reviews daily meter read printouts and takes appropriate follow up action to resolve discrepancies and exceptions.
12. Answers a switchboard and directs calls to District staff and crews; answers a broad range of general information questions about District programs, operations, rules and procedures; uses a two-way radio to contact field crews and personnel; provides communications support to field personnel in emergency situations.
13. Refers to GIS and District plat sheets for meter locations, water pressure, location, type and size of water mains and for other related information.
14. Receives and processes Underground Service Alert tickets, including verifying proposed work is within District boundaries and scheduling all utility meets for the District's facilities locator.
15. Notifies fire agencies of out-of-service fire hydrants, fire services, new installations and changes in sizes and locations.
16. Performs time entry and end-of-pay-period calculations for operations personnel; initiates and processes purchase orders; processes work order records.



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17. Performs a wide variety of administrative tasks; provides administrative support to supervisors, managers and administrative staff, including typing letters, memos, preparing documentation, spreadsheets and data entry.
18. Performs accounts payable, accounts receivable, collections, and other accounting staff support functions.
19. Participates in cross training and provides back up to other department staff.

DESIRED MINIMUM QUALIFICATIONS

Knowledge of:

1. Customer service practices and customer-oriented telephone etiquette.
2. Standard office practices and procedures.
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 operations uses and requirements of the District's customer accounting system.
8. Basic terminology used in engineering maps and in legal property descriptions.
9. Accounting practices including accounts receivable, accounts payable, and collections.

Ability to:

1. Operate a computer, 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 by telephone and in person.
4. Understand, interpret, explain and apply complex District rules regarding water service rates and policies.



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5. Read and interpret legal property descriptions and District maps, including boundary, plat and system maps.
6. Reach decisions in accordance with rules and policies.
7. Understand and carry out detailed written and oral instructions.
8. Communicate clearly and effectively orally and in writing.
9. Prepare clear, accurate and concise computer entries and other records.
10. Maintain sensitive and confidential information.
11. Complete multiple tasks simultaneously throughout the day.
12. To access and interpret GIS maps.
13. Perform 10-key by touch.
14. Use tact, discretion, patience and understanding in dealing with customers and the public.
15. Establish and maintain highly effective working relationships with others encountered in the course of work.

Training & Experience:

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

Licenses, Certificates, Special Requirements:

A valid Class C California driver's license 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 equipment; and reach with hands and arms. The employee is frequently required to stand and walk.



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Specific vision abilities required by this job include close vision, distance and the ability to adjust focus.

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; interact with others encountered in the course of work and 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 moderately quiet.

GM Approval:  3/22/2021

