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| **Job Title:** | **Customer Service Representative** | **Department:** | Customer Service |
| **Reports To:** | Customer Service Manager | **Location:** | Officers Administration |
| **FLSA Classification:** | Exempt  Non-Exempt | **Status:** | FT  PT |
| **Revision Date:** | 02/06/2025 | **Number of Direct Reports** | 0 |

**SJWD employees are expected to conduct themselves at the highest standard of honesty and integrity and consistently render loyal and efficient service, aligning with its mission, vision, and values.**

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| **Position Summary** |

This team member performs a variety of responsible clerical and associated duties supporting the servicing of customer accounts for water service. Individuals in this position serve as front-line customer support staff responsible for processing requests/payments for services, fielding customer inquiries, and providing appropriate information. Other duties may be required.

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| **Position Responsibilities - Essential** |

**Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.**

The tasks listed below are those that represent most of the time spent working in this position. Management may assign additional tasks related to the type of work of the position as necessary.

* Interacts and communicates with the immediate supervisor, co-workers, contractors and the public.
* Attends meetings and training as necessary to enhance job knowledge and skills.
* Handle customer inquiries and complaints requiring the use of judgment and the interpretation of policies and procedures, or refer customer to the appropriate personnel as necessary.
* Process a variety of customer account records, verify their accuracy and completeness, arrange for corrections, and forward information to the appropriate person or department.
* Obtain required information from customers to begin or discontinue water service.
* Receive customer payments and deposits for service, make change and issue receipts as necessary.
* Explain to customers the District’s water service charges, billing procedures, and other related matters.
* Handle water service inquiries or initial complaints from customers, some of whom may be irate or difficult, and route the customer to the appropriate person or department as necessary.
* Balance daily receipts, including cash, checks and credit cards.
* Confer with other District personnel to obtain information regarding customer accounts or to relay customer inquiries.
* Complete various forms or documents and enter data into and retrieve data from the District’s billing and financial systems.
* Perform related duties and responsibilities as required.

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| **Position Responsibilities - Non-Essential/Other** |

**Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.**

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| **Essential Duties Breakdown** |

* Promotes SJWD’s Mission, Vision, and Values
* Works closely with management to shape SJWD’s image and values, as well as the appropriate methods to communicate them to the public
* Strong analytical and problem-solving skills
* Proficient with Microsoft Office Suite or related software

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| **Core Competencies** |

* Assists in daily operations and in ensuring agency compliance with all applicable laws, regulations, policies, procedures and standards.
* Communication Proficiency
* Conflict Resolution Skills
* Accurate and Timely Computational Skills
* Excellent Speaking/Writing Skills
* Detail-oriented, thorough, and organized
* Collaboration Skills
* Exceptional customer service skills

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| **Essential Skills and Experience** |

* High school diploma or equivalent
* Two (2) years of related experience preferred
* Experience with technologies and best practices utilizing multiple platforms; to include proficiency in Microsoft Office – Word, Excel, Outlook, Power Point
* Ability to multitask and monitor several projects daily
* Ability to work well under pressure and manage time effectively
* Ability to take initiative to develop new strategies and outside-the-box ideas
* Ability to work independently or in a team
* Strong communication skills
* Excellent organizational skills and the ability to meet deadlines

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| **Beneficial Skills and Experience** |

* Demonstrated ability to provide professional service to the public
* Demonstrated ability to analyze data

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| **Physical Demands and Working Conditions - ADA Guidelines** | | | | | |
| **Posture Requirements** | **N/A** | **5 – 25%** | **26 – 50%** | **51 – 75%** | **76 – 100%** |
| Balancing | X |  |  |  |  |
| Bending |  | X |  |  |  |
| Climbing | X |  |  |  |  |
| Crawling | X |  |  |  |  |
| Crouching | X |  |  |  |  |
| Driving | X |  |  |  |  |
| Kneeling |  | X |  |  |  |
| Reaching |  | X |  |  |  |
| Sitting |  | X |  |  |  |
| Standing |  | X |  |  |  |
| Twisting |  | X |  |  |  |
| Walking |  | X |  |  |  |
| **Environmental Conditions** | **N/A** | **5 – 25%** | **26 – 50%** | **51 – 75%** | **76 – 100%** |
| Cramped Area | X |  |  |  |  |
| Dust |  | X |  |  |  |
| Fumes/Odors |  | X |  |  |  |
| Hot/Cold Temperatures | X |  |  |  |  |
| Inside/Outside | X |  |  |  |  |
| Noise |  | X |  |  |  |
| Concrete Floor | X |  |  |  |  |
| Vibration |  |  |  |  |  |
| Teamwork |  |  |  |  | X |
| Stress |  |  |  | X |  |
| Oral Communication |  |  |  | X |  |
| Written Communication |  |  |  | X |  |
| Reading |  |  |  | X |  |
| **Dexterity Requirements** | **N/A** | **5 – 25%** | **26 – 50%** | **51 – 75%** | **76 – 100%** |
| Coordination |  |  |  | X |  |
| Foot Pedals |  |  |  |  |  |
| Picking |  |  | X |  |  |
| Handling |  |  | X |  |  |
| Wrist Motion |  |  | X |  |  |
| Lifting Heights |  |  | X |  |  |
| Lifting Requirements |  |  |  |  |  |
| 10 pounds or less |  | X |  |  |  |
| 11 to 20 pounds |  | X |  |  |  |
| 21 to 50 pounds | X |  |  |  |  |
| 51 to 100 pounds | X |  |  |  |  |
| > 100 pounds | X |  |  |  |  |
| Pushing/Pulling Requirements |  |  |  |  |  |
| 12 pounds or less |  | X |  |  |  |
| 13 to 25 pounds |  | X |  |  |  |
| 26 to 40 pounds | X |  |  |  |  |
| 41 to 100 pounds | X |  |  |  |  |
| > 100 pounds | X |  |  |  |  |

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| **Definitions** | |
| **N/A** | Activity is not applicable to this occupation |
| **5 – 25%** | Occupation requires this activity 5 – 25% of the time |
| **26 – 50%** | Occupation requires this activity 26 – 50% of the time |
| **51 – 75%** | Occupation requires this activity 51 – 75% of the time |
| **76 – 100%** | Occupation requires this activity 76 – 100% of the time |

*The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent an expressed or implied contract of employment, nor does it alter your at-will employment, and the Company reserves the right to change this job description and/or assign tasks for the employee to perform, as the Company may deem appropriate.*

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| Employee Name Printed |  | Employee Signature |  | Date Signed |
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| Manager/Supervisor Name Printed |  | Manager/Supervisor Signature |  | Date Signed |