

VALLEY CENTER MUNICIPAL WATER DISTRICT
CONSUMER SERVICES ASSISTANT/SENIOR CONSUMER SERVICES ASSISTANT

DEFINITION

Under general supervision of the Consumer Services Supervisor, incumbents perform a variety of customer service support duties, including activities related to processing service orders, processing billing and payments, and uploading data in handheld devices.

CLASS CHARACTERISTICS

Incumbents are fully competent and are expected to perform the full range of customer service duties related to processing service orders, processing billing and payments, and uploading data in handheld devices. Incumbents provide clerical assistance to the finance division as needed and may be required to supervise lower level staff.

Consumer Services Assistant is the entry level classification in this series. Initially under close supervision, Incumbents learn office and District procedures and are responsible for customer related functions, including answering the telephone, assisting customers with billing questions, signing up new customers, processing payments and assisting higher level staff.

Senior Consumer Services Assistant is the journey level classification, performing a variety of customer service and office support duties, and is distinguished from the Consumer Services Assistant by the full scope of duties that are assigned and the relative independence with which duties are performed.

ESSENTIAL DUTIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to this position.

Performs a variety of general administrative support duties including front desk and telephone reception, preparation of correspondence, filing, and processing mail.

Answers telephones and assists customers with billing and service questions, complaints, and concerns and signs up new customers for service. Processes necessary documents to complete service sign-ups, transfers, and other related activities.

Prepares service orders for field personnel involving transfers of accounts, re-reading of meters, customer requests or complaints, termination notices, and/or other related services.

Export meter reading information from the Financial ERP Software to Sensus Autoread before the meters are read; upload the meter readings from Sensus Autoread and import the files to the Financial ERP Software for billing procedures.

Creates reports for completing billing procedures; reports related to accounts in various formats.

Processes and balances cash receipts; prepares daily cash audit reports and bank deposits; maintains related accounting records.

Processes customer payments by entering payments into a computerized database.

Monitors past due and closed accounts by making phone calls, sending collection letters, and preparing property liens.

Performs dispatch duties including, but not limited to, checking out and assigning work, dispatching orders, reviewing accounts.

Reviews customer accounts for accuracy; prepares hard copies for scanning and indexing including sorting, scanning, and indexing on-line computer information.

May provide support and assistance in spreadsheets for monthly, quarterly, and annual reports.

Calculates and processes billing adjustments, processes manual adjustments and credits to customer accounts; updates billing system database on account problems and resolutions.

Types a variety of correspondence related to owner authorizations, meter exchanges, billing corrections, welcome letters, and/or other related information.

Scans and indexes customer files using a scanner; performs filing.

Performs related duties as assigned.

QUALIFICATIONS GUIDELINES

Knowledge of: Customer service techniques used in dealing with the public, in person and on the phone; office practices and procedures, including filing and operation of standard office equipment; basic business data processing procedures; basic record keeping principles and practices; methods, practices and processes for billing, collections and credit; cash handling techniques; modern equipment and communication tools used for business functions, including computers and software programs relevant to work performed.

Ability to: Work tactfully and effectively with customers and others both in person and on the telephone; prepare business correspondence; perform detailed clerical work accurately; organize and maintain accurate office records and files; make accurate arithmetic calculations in cashing and banking activities; use initiative and sound judgment within established guidelines; operate standard office equipment, including the use of commonly accepted computer word processing and spreadsheet software; operate central telephone equipment; operate a 10-key adding machine; communicate clearly and concisely and be understood while using the District's radio communication system when needed; deal tactfully and courteously with the public, often in difficult or strained circumstances; and, establish and maintain effective working relationships with other employees and those contacted in the course of the work.

EDUCATION, EXPERIENCE, LICENSES AND CERTIFICATIONS

Education: Consumer Services Assistant- Equivalent to a High School Diploma.

Senior Consumer Services Assistant - Equivalent to a High School Diploma required; an Associate's degree from an accredited college or university in Accounting, Finance or closely related field is highly desirable.

Experience: Consumer Services Assistant - A minimum of one year of either general office or customer service experience; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job.

Senior Consumer Services Assistant - A minimum of three years of customer service experience; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

License and Certifications: California Class C Driver's License

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands and work environment described here are representative of those that must be met by an incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands: While performing the duties of this job, the incumbent is regularly required to sit, stand, walk, talk and hear; use hands and fingers to grasp and feel or operate objects, tools, or controls; and, reach with hands and arms. The incumbent may occasionally be required to climb, balance, stoop, kneel, crouch, and crawl. The incumbent must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus to computer monitors and other standard office equipment.

Work Environment: Incumbents are not substantially exposed to adverse environmental conditions. Work is performed mostly under typical office conditions, and the noise level is usually quiet to moderate.

POSITION DESCRIPTION APPROVED:



General Manager



Date