

Widefield Water and Sanitation District

Customer Service Specialist

Job Title: Customer Service Specialist
Department: Administration
Reports To: Customer Service Supervisor
FLSA Status: Non-Exempt
Approved By: Lucas Hale, DM/Kelly Smith, Director of Admin Services
Date Prepared: March 2016
Salary Grade: Grade 11/ \$55,761.00 to \$76,527.00
Status: Active

Summary

This Job Title is assigned a specific duty in Customer Service and Administration Department Support. Customer Service support is a shared responsibility of each staff member with this job title.

This position is a first point of contact by residents of the District and is responsible to ensure customers receive efficient, professional, accurate, consistent explanation of District Rules, Regulations, & Policies and courteous service.

Essential Duties and Responsibilities:

Utility Billing

- The position has primary responsibility of front counter coverage and receives customer inquiries, researches information, and provides accurate and timely responses to questions about calculation of charges, District policies, and resolution of disputed bills.
- Prepares customer water & sanitation bills, prepares delinquent notices, and coordinates with staff and vendors to assure Billing Schedule deadlines are met. The incumbent must take ownership of these responsibilities to be successful.
- Customer bills and delinquency notices are generated using intricate relational data base utility billing software (Datawest). Review and edit exception reports, meter reads, generate work orders, coordinate with field staff, and transmit accurate billing data for printing. Coordinate with District staff and outside vendors to assure scheduled deadlines are met. Update, review and process annual winter determination wastewater averages. Process customer final billings, create owner letters and enter account balance transfers.
- Coordinate shut off activities with internal and field staff.
- Support activities associated with water meter replacement, use software to import meter reads gathered by electronic reading devices and to generate data profiles of water usage.

- The ability to analyze and interpret various system generated reports.
- Provides timely feedback to company and supervisor regarding service failures or customer concerns.

Customer Service – Duties shared by all Customer Service Specialists

- Greet customers over the telephone and in person
- Explain District Policies and Procedures
- Receive customer inquiries, research information, and provide responses in areas of charges, customer usage, delinquent charges, and disputed bills
- Enter notes in accounts to record interaction with customers
- Adjust customer bills under the direction of the Supervisor or Director of Administrative Services
- Update account information associated with customer requests for new service and closure of accounts
- Process requests for hydrant meters and associated coordination
- Provide account information to title companies for final bill estimations
- Generate work orders in response to customer requests, coordinate with field staff to assign work orders, enter completed work orders, and follow up with customer as required
- Audit integrity of account information to assure accurate and timely billings
- Process and apply customer payments received in person, by mail, drop box, or transmissions from credit card provider and bank processing center
- Establish and monitor payment arrangements
- Participate in the on-going effort to improve operating efficiencies and effectiveness in providing quality service to customers, District partners, and vendors
- Balance cash drawers
- Provide written correspondence to customers
- Update daily cash spreadsheet
- Sort and distribute mail to all administration office employees
- Reconcile and resolve billing discrepancies and disputes on customer accounts
- Assist and support District staff as needed
- Other Duties that may be assigned
- Problem solving skills – identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving settings; uses reason even when dealing with emotional topics

Accounting Support

- Provides accounting support in the areas of accounts receivable and accounts payable as necessary.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill,

and/or ability. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

One to three years of experience in customer service, cash receivable, data entry, calculator usage, and operating a variety of software programs.

ADDITIONAL SKILLS AND ABILITIES

Proven customer service skills; experience working with the public and utilizing customer service skills internally and externally. Ability to research and resolve issues, work with minimal supervision. Ability to work honestly, and with integrity. Thorough knowledge of software programs used in billing. Computer knowledge and experience using Excel and Word. Ability to maintain confidentiality.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively and to respond to common inquiries or complaints from customers to include employees of organization, regulatory agencies, or members of the business community.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, proportions, percentages, area, and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

CERTIFICATES, LICENSES, REGISTRATIONS

Must possess a valid Colorado Driver's license and be insurable by District standards.

PHYSICAL DEMANDS

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

While performing the duties of this job, the employee is frequently required to sit and use hands to finger, handle, or feel. The employee is occasionally required to stand, walk, reach with hands and arms, and talk or hear. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus for computer work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions, moving parts on office equipment and electrical shock. The noise level in the work environment is usually moderate.

CAREER PATH

The career path refers to the various positions an employee can move to as he/she grows within the District. The employee may move vertically most of the time but also move laterally or cross functionally to a different type of job role. Having a clear idea about future positions and job responsibilities, the employee and the District can work to identify areas where relevant training is required for the employee to build the competencies to fulfill future job requirements.