

EEO CATEGORY	- Office & Clerical
COMPENSATION STATUS	- Non-Exempt
COMPENSATION GRADE	- II

CUSTOMER SERVICE REPRESENTATIVE I

This is specialized accounting and clerical work assisting customers with service inquiries, minor complaints, payments and applications for service. There is extensive involvement in assisting customers. Work normally is accomplished in a 40-hour week in an office environment, but some overtime may be necessary. Work requires the exercise of initiative and some independent judgement in responding to requests and customer inquiries. General supervision is provided by the Office Manager, Office Coordinator or other management personnel as necessary. Work is reviewed or checked in progress and upon completion for accuracy and adherence to standards and procedures.

An employee in this position performs a variety of accounting and clerical duties, with particular emphasis on answering customer inquiries and interpreting routine policies and regulations based on training and knowledge gained through work experience. Additionally, employees in this position will have extensive public contact, both in person, over the telephone or via e-mail. Tact, courtesy, and firmness are required. Employees may respond to information requests pertaining to Authority services, regulations, procedures and billing; process new service applications, discontinuation of existing service or payments for service; maintains and researches account records; assists in resolving customer service problems; and processes daily work orders related to new or discontinued service.

An employee in this class:

- Processes customers payments in the office and over the phone.
- Processes new service and termination of service requests in office or through email.
- Contacts customers regarding past due bills for weekly and monthly processes either through phone calls or door tags.
- Monitors customer calls when time allows.
- Supplies copies of customer documentation when requested.
- Process adjustments on customer bills.

EXAMPLES OF WORK PERFORMED

1. Receives and acts on customer inquiries about services. (40%)

- Communicates orally and in writing with customers about bills, meters, water/sewer/sanitation rates, adjustments, credits and meter readings.
- Processes incoming and outgoing customer correspondence by researching files for information related to specific inquiries or complaints.
- Prepares responses to complaints, inquiries, or other related requests.
- Uses computer equipment to access customer accounts.
- Enters data into customer accounts including information concerning adjustments, payments or service requests.
- Reviews customer billings to verify payments.
- Verifies account balances and adjusts customer accounts to reflect refunds and billing or meter reading errors.
- Makes entries to distribute charges to various account service categories.
- Makes limited decisions within Authority rules and policies.

2. Processes customer payments (35%)

- Verifies payment amounts and due dates.
- Checks payments with cutoff list before authorizing service termination.
- Balances pay stubs and checks.
- Receives walk-in customer payments at cashier windows.
- Makes change and provides receipted copy to customer.
- Balances cash drawer.
- May take payments at drive-through payment station.
- Processes past-due accounts, payment arrangements, and collection accts

3. Initiates and terminates utility services. (10%)

- Takes and records customer requests to begin or terminate Authority water service, set meters, transfer service to a new address, install new services, and meter fire hydrants for special uses.
- Applies adopted fees and user rates to accounts.
- Assists customers in completing required Authority forms.
- Establishes and maintains customer account records.
- Applies various fees and charges related to beginning or terminating water service.
- Explains billing procedures, including rates for service; determines costs for installing new services.
- Coordinates service requests with related field and office departments.

4. Operates miscellaneous office equipment. (5%)

- Types or word processes miscellaneous letters, documents and forms.
- Uses calculator to make arithmetic computations.
- May use other equipment such as shredder, fax and mobile radio.

5. Maintains Department records and reports. (5%)

- Maintains complete files of correspondence with customers (including letters, telephone contacts, etc.) to assure comprehensive documentation of service for each account.
- Posts data to records.
- Files and retrieves various documents and materials.

6. Performs related work as directed. (5%)

It is understood that, as a public utility, HWEA provides water and wastewater treatment and distribution/collection services to its customers. Any duty necessary to perform these important functions may be required of any employee, even if not listed in this position description.

DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES

- Thorough knowledge of modern office procedures and practices, equipment, standard clerical techniques, and filing and records maintenance.
- Considerable knowledge of the principles and practices of customer service.
- Knowledge of the principles and practices Microsoft WORD and EXCEL, business English, and commercial arithmetic.
- Some knowledge of street locations and service area geography.
- Considerable skill in the use and care of office equipment, such as calculators, 10-key adding machines, and typewriters.
- Considerable skill in communicating with customers and fellow employees by telephone, in writing, or via two-way radio.
- Some skill in preparing routine and non-routine reports and statements based on customer account information.
- Ability to efficiently and effectively respond to inquiries and complaints, to obtain information and to explain policies and regulations in a courteous, patient, and accurate manner.
- Ability to understand and follow instructions and to learn new procedures and techniques rapidly.
- Ability to compose business correspondence.
- Ability to make rapid, accurate arithmetical computations.
- Ability to use sound judgment in making decisions in accordance with adopted regulations and Authority policies.

- Ability to maintain complex records and prepare reports from various data sources.
- Ability to maintain comprehensive customer records and files, in both computerized and document formats.
- Ability to work safely alone or as part of a work group, to recognize safety hazards, and to follow established Authority safety practices and procedures.
- Ability to establish and maintain effective working relationships with Authority personnel, managers and customers.

DESIRABLE EDUCATION AND EXPERIENCE

Some experience in general office or customer service work is preferred. A high school diploma or GED certificate and successful completion of business courses, including business English, math, typing, and related clerical subjects is required. Some familiarity with electronic data processing system is highly desired. An equivalent of experience and training that provides the desired knowledge, skills and abilities will be considered.

NECESSARY SPECIAL REQUIREMENTS

Must maintain a valid Kentucky Operator's License with a safe driving record; be able to work overtime when needed, and attend safety and first-aid classes when required.

PHYSICAL DEMANDS

Must be able to:

Stand	Up to 1/2 of day
Sit	Up to 2/3 of day
Walk	Up to 1/3 of day
Stoop, kneel, crouch or crawl	Up to 1/3 of day
Use hands to finger, handle or feel	Up to ¾ of day
Reach with hands and arms	Up to 2/3 of day
Talk or hear	Full day

Exert or lift:

Up to 25 pounds	1/3 of day or more
More than 25 pounds	Occasionally

Vision:

Must have natural or corrected vision to be able to see clearly at 20 inches or less; 20 feet or more; color vision; peripheral vision; depth perception; and ability to adjust focus.

Environmental conditions include:

Working with computer keyboards and screens	Up to ¾ of day
Working repetitive tasks	Up to ½ of day
Working alone	Up to 1/10th of day

Typical noise level is:

Moderate

Stress level:

Moderate to high – irate customers, deadlines, accuracy requirements.

