

STARTEX JACKSON WELFORD DUNCAN WATER DISTRICT

JOB DESCRIPTION

Job Title: Customer Service Representative-
Level 1

FLSA Status: Non-Exempt

Division/Section: Customer Service

Date Approved: TBD

Reports To: Customer Service Supervisor

Approved By: _____

JOB SUMMARY

Responsible for counter and drive-through window customer service activities relating to receiving, recording, and setting up new accounts/work orders for water service.

Decision making is within district policy and procedures. Supervision is available.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Process orders for water service in person or by telephone or fax. Inform customers of service date, and any additional information required for quality service.
2. Post customer payments for service, enter data into computer system.
3. Answer all main telephone lines as needed. Transfer calls, take messages, communicate information, and follow-up if necessary.
4. Perform call center duties, including call routing, work order creation, and customer follow up.
5. Open, distribute and post mail.
6. Assist with other customer service duties as required.

SUPERVISORY RESPONSIBILITIES

None

BUSINESS CONTACTS

Customers, personnel from other utilities

KNOWLEDGE, SKILLS & ABILITIES

High School diploma or equivalent

Previous work experience in customer service, computer experience desirable.

CERTIFICATIONS, LICENSES, REGISTRATIONS REQUIRED

None

EQUIPMENT, MACHINES & MATERIALS

Standard office equipment: and computer software.

WORKING CONDITIONS

(See attachment)

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

ADDITIONAL COMMENTS

This job handles money payments for utility service and reservations for lodge and shelters.

The ability to speak and write fluently in English is important in order to deal with customers and communicate essential information.