

## **CUSTOMER SERVICES CLERK**

### **JOB DESCRIPTION:**

1. Performs customary secretarial duties, including answering and transferring telephone calls, replenishes office supplies, provides adequate and courteous servicing of customer water billing accounts, answers billing and other inquiries, relates public information; while greeting customers in person and on the telephone.
2. Performs computer billing of customer water accounts. Obtains and processes information to begin and discontinue water service. Duties include accounts receivable, the collection and processing of cash receipts, preparation of deposits and banking. Follow up on delinquent accounts, scheduling customer accounts for non-payment turn-offs, collection attempts on closed accounts, and uncollectible account turnovers to collection agency.
3. Performs duties related to the sale of new meter installations, cross connection control devices, construction water hydrant meter requests, water conservation measures, issuing general work orders, processing of water quality complaints, and maintaining records required by the State Department of Health Services.
4. Duties include the maintenance of utility billing system computer information, meter books, collection account records and other records, and files related to utility billing.
5. Maintains Underground System Alert (USA) printer and files, operates District radio, and communicates with field and production personnel.
6. Occasionally may be assigned to work on special projects or directed to perform other office duties.
7. Cross trains in Bookkeeper duties or in performance of other office related duties.
8. Performs duties related to opening and closing office daily.
9. Runs occasional errands.
10. Maintains water quality complaint records.
11. Maintains accounts receivable collection reports.
12. Must perform duties safely with skill tact, diplomacy and efficiency.
13. On occasion, may be temporarily assigned to perform the duties of another classification in the District.

### **JOB QUALIFICATIONS:**

1. Completion of high school.
2. Basic secretarial skills including typing (50wpm)
3. Basic knowledge of computers and their operation.
4. Possession of a valid California Drivers License Class C, with a good driving record.

### **TYPICAL PHYSICAL ACTIVITIES:**

1. Operate District vehicles while conducting District business from District headquarters to areas within the community.
2. Must have strength and stamina sufficient to carry, push, pull, reach, and lift items up to 20 pounds, routinely.

3. Ability to sit for extended periods of time.
4. Ability to reach at above shoulder height, at shoulder height, and below shoulder height.
5. Uses office equipment such as computer terminals, copiers, and facsimile machines.
6. Ability to communicate orally in face-to-face and one-on-one settings; ability to communicate via telephone and two-way radio.
7. Ability to read and distinguish numbers, ability to see well enough to read instruction sheets, and distinguish among the red, green, and amber colors of traffic signals.
8. Hearing within normal ranges.