



- Select, review, and submit customer accounts for delinquency shut off due to non-payment of past due balance;
- Receive work orders from customer service staff and organize by priority and location;
- Review and verify cashiering batches, total, and balance receipts;
- Balance cash and mail receipts to control figures;
- Operate remittance system to accept payments, batch and total payment stubs, balance same;
- Balance cash drawer, counting cash in drawer, running totals of checks and balancing with receipts;
- Operate calculator, money counter, letter opener, photocopier, mail opener, and related equipment;
- Process Request for Information (RFI) applications, issue work orders, collect fees;
- Provide training to Customer Service Representatives I and Part-Time Customer Service Representatives;
- Process applications and enter work orders for fire hydrant meters;
- Provide the full range of customer service functions and services in Spanish to Spanish-speaking customers;
- Perform the full range of duties of a Customer Service Representative III during absences and vacations;
- Routinely adhere to and maintain a positive attitude toward City and Department goals;
- Provide information on current water conservation regulations;
- Perform all of the duties of Customer Service Representatives I as required;
- Perform related work as required.

## **QUALIFICATIONS**

*Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:*

### **Knowledge of:**

- Fundamental principles of public relations;
- Modern office equipment and procedures;
- English usage;
- Business math;
- Accurate record keeping methods;
- Water utility customer service procedures practices and regulations;

- Cash remittance system software;
- Spanish terminology relating to Water customer service.

**Ability to:**

- Perform responsible, specialized customer service clerical work related to customer records, billing and posting, and cashiering;
- Deal effectively with customers both in person and over the telephone;
- Deal effectively with irate customers and maintain composure while working under stress;
- Endure up to 9 hours of daily telephone contact with customers;
- Understand pertinent procedures and functions quickly and use good judgment in interpreting and applying them to a variety of circumstances without immediate supervision;
- Operate a computer keyboard accurately;
- Maintain accurate records;
- Exercise good judgment, flexibility, and sensitivity in response to changing work situations and needs;
- Speak clearly and concisely in English and Spanish;
- Write legibly;
- Operate a computer terminal accurately and efficiently;
- Understand and carry out oral and written instructions;
- Speak and understand Spanish to effectively communicate with Spanish-speaking customers;
- Establish and maintain effective relationships with those contacted in the course of work.
- Follow established cash handling procedures and guidelines;
- Work under moderate to high stress conditions;
- Maintain a driving record which meets Vehicle Code Standards and is acceptable to the Departments and its insurance carrier.

**MINIMUM QUALIFICATIONS**

**Education:** Graduation from high school or GED/ equivalent,

And

**Experience:** Two years of recent public customer service work in billing, cashiering, or establishing and maintaining records of customer accounts. Typing at 30 wpm is required.

## **NECESSARY SPECIAL REQUIREMENTS**

Successful completion of the Spanish bilingual test administered by Water Department Human Resources is required.

Possession of a valid Class "C" California driver's license may be required depending on assignment. For out of state applicants, a valid driver's license is required and a valid Class "C" California driver's license must be obtained within ten (10) days of appointment (CA Vehicle Code 12505c).

## **PHYSICAL TASKS AND ENVIRONMENTAL CONDITIONS**

Work involves exposure to potential physical harm, hazardous chemicals, and infectious disease. There is frequent need to stand, sit, stoop, walk, and perform other similar actions during the course of the workday. Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis.

Incumbents require sufficient mobility to work in an office setting and operate office equipment, transport materials and supplies weighing up to 25 pounds, and to travel to various locations. Must be able to see in the normal visual range with or without correction with vision sufficient to read small print, computer screens and other printed documents. Must be able to hear in the normal audio range with or without correction. Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis.

## **CAREER LADDER**

**From:** Bilingual Customer Service Representative II

**To:** Customer Service Lead Representative

### **Job Description:**

BOWC Approved:

11/2/2010

Rev:

6/28/2022

**Testing Standards:** App Review/ Supp App Review/Bilingual/Typing 30 wpm