JOB DESCRIPTION

Carroll County Water District #1

Customer Service Representative

Scope of Work

Persons in this position will perform work associated with all administrative needs of the Water District. The position will perform public contact and recordkeeping work related to the operational, financial and regulatory records of the water utility and will provide a wide range of information and service to utility customers and the general public.

Essential Functions

1. Perform data entry functions by keying data into computer system; enter, retrieve, review or modify data in computer database; verify accuracy of entered data and make corrections.
2. Research requests, problems, and complaints and initiate appropriate action; generate work orders to resolve service issues.
3. Take on-and-off orders for utility service by telephone, correspondence and in person; analyze customer records to apply appropriate utility rates; establish deposit amounts from written guidelines for new utility users and authorize deposit refunds
4. Process temporary water meter applications, assessment fees and temporary meter applications ensuring District requirements are met.
5. Answer customer questions investigate and resolve complaints pertaining to utility billing procedures; compute and prepare water bills; review, audit, analyze and reconcile customer billing records.
6. Use various computer systems extensively to enter data of new utility customers and make data changes; interact with customers, coordinate with utility field and billing units, check credit ratings, obtain other information to assist customers, research, resolve or refer to management reports of unauthorized utility usage and use discretion to determine deposit and restoration of service requirements.
7. Determine and resolve utility payment problems and mis-readings; research, recalculate and adjust incorrect bills.
8. Prepare orders to install, remove and repair meters, post, disconnect, restore, or verify services and to perform other service related changes.
9. Perform financial transactions including processing or transferring payments, refunding credit amounts or deposit, adjusting charges and/or deposits, reversing payments, reissuing refunds, and adjusting service fees; process bankruptcies and proof of claims; manage customer payment programs.
10. Audit, analyze and reconcile computer reports; prepare periodic and special reports; maintain various manual records, logs and ledgers.
11. Research customer records to resolve more difficult customer inquiries and prepare correspondence in response.

12. Communicate with customers via telephone, mail, email, or other means of communication.
13. Assist in the training of new Customer Service Representatives and serve as a resource to staff of other units of the department; assist other positions or work units with various support assignments or special projects on an as needed basis.
14. Perform related duties and responsibilities as required.

Knowledge, Skills, and Abilities

1. Knowledge of fundamental principles of human relations; personal computer operation in office applications; office procedures and equipment; English usage; and business math.
2. Ability to maintain effective working relationships with a diversified group of people under trying and stressful conditions..
3. Ability to communicate courteously and professionally to reflect positive image of Carroll County Water District #1 to its customer and the public.
4. Ability to express self logically and concisely in both oral and written form.
5. Ability to analyze, evaluate, and recommend sound solutions to problems of routine nature.
6. Ability to research, interpret, explain, and correctly apply policies, rules, regulations, and procedures.
7. Ability to work independently and efficiently.
8. Ability to handle confidential matter.
9. Ability to communicate effectively with utility customers both in person and over the telephone; understand pertinent procedures and functions quickly and use good judgment in interpreting and applying them to a variety of circumstances under moderate supervision; operate a personal computer; analyze and evaluate data; make accurate and logical determinations based upon data and interpretive guidelines; maintain accurate records; speak clearly and concisely; simultaneously converse with customers and accurately enter data into computer.

Supervision

1. The CSR is under the general supervision of the Water System Manager.
2. The CSR must be capable of performing all essential functions of the position without routine supervision.

Education and Experience

1. Minimum requirements include completion of accounting courses beyond high school level and/or work experience in balance sheet ledgers.
2. Knowledge and experience in the use of Word and Excel software are necessary.
3. The CSR must be able to interface with the public on a daily basis while maintaining self-composure.