

CITRUS HEIGHTS WATER DISTRICT

CUSTOMER SERVICE TECHNICIAN

DEFINITION

To perform customer service and billing support; to process payments and service orders; and to provide administrative support to an assigned supervisor.

DISTINGUISHING CHARACTERISTICS

This is the entry level class in the Customer Service series. Employees in this class typically have little or no directly related work experience; but demonstrate an ability to perform the full scope of duties, and meet performance standards. Incumbents work under immediate supervision while learning job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned.

This class is distinguished from the Customer Service Specialist in that the latter performs more difficult and complex duties of the unit and may provide technical and functional supervision over assigned staff.

SUPERVISION RECEIVED AND EXERCISED

Receives immediate supervision from an assigned supervisor; and may receive technical and functional supervision from a Customer Service Specialist.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Provide customer service support including processing customer payments and answering billing questions.

Receive and process customer payments from a variety of sources.

Update customer account and transaction records; initiate and discontinue service customers; perform data entry on accounts, final bills, and initiate service orders.

Initiate work orders for replacements, repairs, water quality complaints and rereads.

Assist with accounts receivable and collections functions as needed.

Assist customers by telephone or in person; receive and respond to questions, complaints and compliments about District services, or refer them to appropriate District staff.

Maintain a physical presence in the office which is necessary to perform essential tasks.

Customer Service Technician

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Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.

Foster an environment that embraces diversity, integrity, trust, and respect.

Be an integral team player, which involves flexibility, cooperation, and communication.

Must be available to work flexible hours, including evenings and weekends, to represent the District at various community events (limited to quarterly requirements).

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Operations, procedures, policies and precedents of the District.

Principles, methods and practices related to job safety.

Principles and techniques of work planning and coordination.

Ability to:

Balance multiple work assignments.

Understand and apply customer service concepts and techniques.

Experience and Training

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Two years of responsible experience similar to Customer Service Technician with the District.

Training:

Equivalent to the completion of the twelfth grade supplemented by college course work in business or accounting.

License and Certificate

Possession of a valid California Class C Driver License may be required at the time of appointment. Failure to obtain or maintain such required license(s) may be cause for disciplinary action. Individuals who do not meet this requirement due to a physical disability will be considered for accommodation on a case-by-case basis.

Possession and proof of a good driving record free from multiple or serious traffic violations or accidents for at least two (2) years duration is required. The driving record shall not contribute to an increase in the District's automobile insurance rates.

FLSA: Non-Exempt