

MERCED IRRIGATION DISTRICT

SENIOR CUSTOMER SERVICE REPRESENTATIVE

FLSA Status – Non Exempt
Unrepresented

DEFINITION:

Under direct supervision of the Customer Service Supervisor, handle complex and specialized billing and credit problems, prepare reports of customer data, resolve difficult customer inquiries and complaints and provide work load supervision in the daily operations to lower level staff in the Customer Services Group.

ESSENTIAL FUNCTIONS OF THE POSITION:

- Research, compile and finalize complex and specialized billing and credit problems.
- Prepare various financial reports.
- Train and assist lower level staff with a variety of work tasks pertaining to service orders, billing issues, credit and collections and data entry.
- Fill in for Customer Service Representative duties as required.
- Conduct rate changes, rate comparisons and usage reports.
- Assist in processing bankruptcies, creditor's claims and special payment arrangements.
- Process daily receivable balancing.
- Make collection calls to customers.
- Set up at-the-source turn offs, meter changes and dispatch of field personnel.
- Perform other duties as requested, directed or assigned

QUALIFICATIONS:

Any combination of experience and education that would prepare the candidate for the duties and responsibilities of the position is acceptable.

Education:

- A typical way of obtaining the knowledge, skills and abilities outlined in this job description would be graduation from an accredited college or university with major course work in accounting, business or a related field.

Experience:

- Three (3) years experience in a customer relations or public utility environment to include two (2) years experience as a senior customer service representative related position in a utility customer service environment. Experience leading co-workers is a must.

Ability to:

- Process and research customer accounts and other duties as assigned.
- Interpret written policies.
- Learn, apply, and interpret office rules, policies, and practices.
- Work cooperatively with others and exercise good judgment in resolving more difficult customer inquiries.
- Deal courteously and effectively with the public.

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- Accurately read maps.
- Keep accurate records.
- Follow verbal and written direction.
- Communicate clearly and concisely, orally and in writing.
- Work independently with minimal supervision.
- Efficiently prioritize and organize workload.

Knowledge of:

- Utility customer service.
- Policies and procedures with emphasis in billing, credit, and collections.
- Computer operations and data processing.
- Business math, accounting, and business ethics.

Necessary Special Requirements:

- A valid California Class C Driver License and the ability to maintain insurability under the District's vehicle insurance program.
- Abide by all District policies, guidelines and rules.

ENVIRONMENTAL FACTORS:

- Exposure to the sun: 10% or less work time spent outside a building and exposed to the sun.
- Irregular or extended work hours: Occasionally required to change working hours or work overtime.
- Work performed in an office environment

The mental and physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

ESSENTIAL MENTAL ABILITIES:

- Exercise independent judgment.
- Self directing and organized.
- Reason objectively.
- Assess, project and plan work activities on a daily and weekly basis.
- Interpret state/ federal/agency regulations.
- Document concisely, accurately and timely.
- Handle a variety of duties which may be interrupted or changed by immediate circumstances.

TYPICAL PHYSICAL DEMANDS:

- Communicate orally and in writing with District management, co-workers, outside auditors, customers, and the public in face-to-face and one-on-one settings.
- Transport, set-up and removal of promotional equipment and materials at various public functions.
- Use of office equipment such as computer, copiers, scanners, and fax machines.
- Capable of negotiating stairways and uneven ground from time to time.

Sitting: Remains in a seated position for up to eight (8) hours per day
Hands/Arms: Operates computer for up to eight (8) hours per day
Lifting: Raises and lowers boxes and supplies up to twenty-five (25) pounds.
Stooping: Bends body downward and forward by bending at the knees or waist

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Talking: Expresses ideas and shares information by means of spoken work in person and by telephone.
Hearing: Hears well enough to receive communications in person and by telephone.
Vision: Reads written and video messages for up to eight (8) hours per day. Operate vehicles and office equipment.

SUPERVISION:

The position receives general supervision from the Customer Service Supervisor.

I have reviewed this Job Description with my Supervisor and agree with its contents.

Employee Signature/Date

Supervisor Signature/Date

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.