Merced Irrigation District
Senior Customer Service Representative
FLSA Status: Non-Exempt

Position Overview

Under general supervision, the Senior Customer Service Representative handles complex billing, credit, and collections issues, prepares customer and financial reports, resolves escalated customer inquiries and complaints, and provides leadership, training, and workload supervision to frontline Customer Service staff. This role ensures accurate, timely, and compliant processing of utility billing (water and electric), supports after-hours operations, and provides backup coverage for the Customer Service Manager to maintain high-quality customer service and operational continuity.

Key Responsibilities

Customer Account Management & Complex Issue Resolution

- Research, resolve, and finalize complex and specialized billing, credit, and collections problems.
- Process electric and water billing statements, ensuring accuracy, timeliness, and adherence to District policies and procedures.
- Assist in processing bankruptcies, creditor claims, and special payment arrangements.
- Conduct rate changes, perform rate comparisons, and generate usage reports.
- Process daily receivable balancing and make collection calls to customers.
- Set up at-the-source turn-offs, meter changes, and dispatch field personnel as needed.

Staff Support, Training & Leadership

- Train and assist frontline staff on service orders, billing issues, credit/collections, and data entry.
- Coordinate and oversee training of newly hired Customer Service Representatives to ensure they can perform daily duties and deliver quality service.
- Provide workload supervision and guidance to frontline staff during daily operations.
- Handle escalated customer inquiries and concerns, particularly during the absence of the Customer Service Manager.
- Support after-hours operations by coordinating Advanced Metering Infrastructure (AMI) team scheduling for power restoration, processing payments/deposits, and addressing customer inquiries outside regular business hours.

Backup & Operational Continuity

- Fill in for Customer Service Representative duties as required.

- Provide backup support for the Customer Service Manager when out of office, ensuring continuity of staff supervision and customer service delivery.

Additional Duties

- Prepare various financial and customer data reports.
- Perform other duties as requested, directed, or assigned.

Qualifications

Education

- Bachelor's degree from an accredited college or university with major course work in accounting, business, or a related field is preferred. Equivalent combinations of education and experience may be considered.

Experience

- Three (3) years of experience in customer relations or a public utility environment, including at least two (2) years in a senior or lead customer service representative role in a utility setting.
- Demonstrated experience leading or supervising co-workers is required.

Skills and Abilities

- Research and process customer accounts accurately and independently.
- Interpret and apply written policies, office rules, and procedures.
- Exercise good judgment and resolve difficult customer inquiries courteously and effectively.
- Communicate clearly and concisely, both orally and in writing.
- Work cooperatively with others and maintain effective public relations.
- Read maps accurately and keep precise records.
- Prioritize, organize, and manage workload efficiently with minimal supervision.
- Read, understand, and follow verbal and written directions.

Knowledge

- Utility customer service principles and practices.
- Billing, credit, and collections policies and procedures.
- Business mathematics, basic accounting, and business ethics.
- Computer operations, data processing, and office software applications.

Special Requirements

- Abide by all District policies, guidelines, and rules.

Work Environment

- This is a fully on-site position based at the District's primary office location. Remote work or hybrid arrangements are not permitted; regular attendance at the designated worksite is an essential function of the role.
- Primarily performed in an office environment with minimal outdoor exposure (sun exposure 10% or less of work time). Occasional irregular or extended hours, including overtime, may be required.

Physical Demands

- Sitting and operating computers/office equipment (up to 8 hours per day).
- Lifting and carrying boxes/supplies up to 25 pounds.
- Occasional stooping, bending, negotiating stairways, and walking on uneven ground.
- Communicating effectively in person, by telephone, and in writing.
- Hearing and vision sufficient to receive communications and read written/video materials (up to 8 hours per day).
- Operating office equipment (computers, copiers, scanners, fax machines) and District vehicles as needed.

Mental Demands

- Exercise independent judgment and objective reasoning.
- Plan, prioritize, and organize daily/weekly work activities.
- Handle multiple duties that may be interrupted or changed by immediate circumstances.
- Document work accurately, concisely, and timely.
- Interpret regulations, policies, and customer account information.

Supervision

- Receives general supervision from the Customer Service Manager.

Acknowledgment

By signing below, I acknowledge that I have reviewed this job description with my supervisor and understand its contents.

Employee Signature: _____ **Date:** _____

Supervisor Signature: _____ **Date:** _____

Note: *This job description outlines typical responsibilities and qualifications but is not exhaustive. Duties may evolve to meet District needs.*