



Job Description

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job.

Job title	Senior Customer Service Advisor
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GENERAL PURPOSE

Under direction, assists in supervising and training customer service advisor staff who provide information, research problems, perform collections and credit arrangement activities, by telephone and in person; handles difficult, complex or sensitive customer account problems and delinquency issues; reviews utility bills for accuracy prior to release for mailing; and performs related duties, as assigned.

DISTINGUISHING CHARACTERISTICS

This is the advanced-level classification in the Customer Service Advisor series responsible for performing the most complex work assigned to the series. Incumbents regularly work on tasks which are varied and complex, requiring considerable discretion and independent judgment. Positions in the classification rely on experience and judgment to perform customer service and utility billing duties. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines and methods to perform assigned duties. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

This class is distinguished from the Customer Service Supervisor in that the latter is the full supervisory-level class with accountability and ongoing decision-making responsibilities associated with the work.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Customer Service Supervisor. Exercises technical and functional direction over and provides training to lower-level staff.

TYPICAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this position.

- Provides technical and functional supervision to assigned customer service advisors; reviews and controls quality of work; provides input on employee evaluations; participates in performing complex customer support and billing functions; trains all new cashiers at front counter and mentors and coaches customer service advisor staff.
- Performs the full range of duties as related to customer service including opening and closing accounts, providing and receiving account information, researching account detail, determining eligibility for payment arrangements, and processing payments.
- Assists in developing, implementing, evaluating and communicating policies, processes, systems and procedures to achieve District goals, objectives and work standards.
- Responds to complex customer inquiries and complaints; manages the more complex and specialized billing and credit problems; assists customers in bill preparation and explanations, rate changes, and rate comparisons; monitors customer accounts and processes notices of delinquency; assists in processing bankruptcies, creditors' claims and special payment arrangements.
- Reviews computer-generated reports of daily meter read books and usage reports, graphs consumption and payment patterns; evaluates meter readings outside normal parameters; requests field tests of meter accuracy and usage and initiates adjustments to customer accounts to correct errors; files police reports for theft and illegal connections.
- Reviews account records and history; graphs consumption and payment patterns; requests field tests of meter accuracy and usage; reviews field test results and issues or recommends adjustments to customer accounts to correct errors; notifies customers of action taken and results.
- Provides guidance to field staff in dealing with difficult customer situations; reviews daily turn-off accounts for payments received or approved credit arrangements and pulls turn-off notices when warranted; reviews account record history to approve customer credit arrangements through field representatives; set up at-the-source turn offs; prepares field service orders for follow-up on problem accounts and corrects problem account records ; files police reports when water theft, stolen meters and illegal connections have been identified by field representatives.
- Researches and posts rejected payments; approves or negotiates payment and credit arrangements; adjusts credit arrangements when warranted; initiates balance transfers to new accounts and customer refund payments; calculates and processes billing adjustments; processes manual adjustments and credits to customer accounts; updates billing system database on account problems and resolution.

- Serves as back-up cashier as required; verifies cash drawer payments.
- Observes and complies with all District and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

REQUIRED QUALIFICATIONS

Knowledge of:

- Principles of providing functional direction and training.
- Practices and procedures related to accounting for receipts and the maintenance of customer accounts.
- Codes, regulations, policies, and procedures related to District and department operations.
- Business arithmetic and basic statistical techniques.
- Basic business letter writing and the standard format for reports and correspondence.
- Record keeping principles and procedures.
- District water and sewer rules and regulations.
- Meter service operations as it relates to assigned areas of responsibility.
- Cash handling techniques.
- Methods and techniques of receiving and balancing payments.
- Characteristics of the District's customer base and usage patterns, including typical causes for high consumption.
- Methods, practices and processes for billing, collections and credit.
- Laws and regulations governing collections processes.
- District and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Plan, organize, and coordinate the work of assigned staff.
- Effectively provide staff leadership and work direction.
- Resolve complex customer service issues.
- Define issues, analyze customer problems, evaluate alternatives and develop sound conclusions and recommendations.

- Prepare clear, accurate and concise correspondence, records and reports.
- Maintain sensitive and confidential information.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards in assigned areas of responsibility.
- Identify consumption trends and research causes.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Follow and apply written and oral work instructions.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Experience:

Any combination of experience and education that provides the required knowledge and abilities is qualifying, along with the specific licenses/certifications as outlined below:

- Four (4) years of progressively responsible customer service program experience, preferably in a public utility.

Education:

- Equivalent to completion of the twelfth (12th) grade.

Licenses/Certifications:

- None.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push,

and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Eastern Municipal Water District
Job Title: Senior Customer Service Advisor
Last Update: March 2020

This job description has been reviewed and approved by all levels of management in cooperation with the union (if applicable):

Approved by:	<i>Board of Directors</i>
Date adopted:	<i>March 29, 2020</i>
Date modified:	
FLSA determination:	<i>Non-Exempt</i>

Job Description Acknowledgment

I have received, reviewed and fully understand the job description for Senior Customer Service Advisor. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee Name (print): _____ *Date:* _____

Employee Number: _____

Employee Signature: _____