

JOB DESCRIPTION

Job Title: Customer Service Assistant
Department: Administration and Customer Service
Reports To: Controller
FLSA Status: Nonexempt
Approved By: Utility Director
Salary Range: \$27.58 to \$34.48



SUMMARY: This position is responsible for providing exceptional customer service under limited supervision at the TriCo Regional Sewer Utility (TriCo).

All Employees at TriCo are expected to model the Utility's vision and mission.

VISION: "To become a model regional utility."

MISSION: "To provide high quality, cost-effective sanitary sewer service to our community."

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

1. Meets, greets and direct visitors to the appropriate associates.
2. Answers phones and fields questions in all areas of customer service. This includes communication with customers, by phone or in person, regarding billing questions, move in or move out requests, inquiries, and complaints on their sewer bills.
3. Answers incoming calls for general Utility information, odor or overflow complaints, service inquiries or other questions that may not be related to the Utility. Directs calls to appropriate associate or provides correct contact information.
4. Receives payments, documents, package deliveries and mail. Logs all plans and documents.
5. Processes payments, posts to appropriate accounts, prints batches, and prepares items for the bank deposit. Payments may be walk in, drop box, e-payments, credit card or mailed payments.
6. Processes requests from customers for service changes to include but not limited to: move-in and move-out activities, updates to accounts.
7. Inputs data into the billing system for the auto debit and e-bill programs and provides customer correspondence as needed for the auto debit and e-bill.
8. Processes requests for changes taken by the backup customer service staff.
9. Processes customer changes sent through E-Gov web requests.
10. Schedules Inflow and Infiltration (I&I) inspections when needed.
11. Schedules lateral inspections when needed.
12. Back up for processing permits for residential or commercial permits and submits for approval. Copies permits for builder/owner and prepares transmittal for the deposit of permit fees.
13. Monitors emergency locates. Communicates with contractors regarding required inspections and issues repair permit(s) and coordinates inspections when needed.
14. Prepares assessment letters as requested and verifies account changes have been completed.
15. Processes returned billing statements and makes notes in billing system with follow up on return and makes necessary changes.
16. Monitors residential and commercial permits that are ready to be added to billing.
17. Processes payments for mailed checks, credit card payments and walk-in customers.
18. Scans checks for deposit to bank.
19. Prepares adjustments and penalties to customer accounts.
20. Prepares sewer service requests for Utility Engineer to review.

21. Other duties as assigned.

SUPERVISORY RESPONSIBILITIES: This job has no supervisory responsibilities.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty and responsibility according to the requirements of TriCo. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

COMPETENCIES:

District-related Competencies – To perform this job successfully, all employees of TriCo must demonstrate the following competencies;

Teamwork – Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of TriCo above own interests; able to build morale and group commitments to goals and objectives; and supports everyone's efforts to succeed.

Customer Service – Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; and meets commitments.

Organizational Support – Follows policies and procedures including but not limited to safety, drug-free workplace, and personal conduct; completes administrative tasks correctly and on time; supports TriCo's goals and values; benefits TriCo through outside activities; and supports affirmative action and respects diversity.

Oral and Written Communication – Speaks clearly and persuasively in positive or negative situations; Listens to others without interrupting; Keeps emotions under control while remaining sensitive to professional ethics, gender, cultural diversities, and disabilities; Remains open to others' ideas and tries new things; Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Job-related Competencies – To perform this job successfully, incumbents in this job should demonstrate the following competencies;

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality. Keeps accurate records for the department and Utility.

Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly; Is able to work on several tasks at same time.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Confidentiality – Provides public access to or maintains confidentiality of department information and records according to State requirements.

EDUCATION and/or EXPERIENCE: High school diploma or general education degree (GED); and five years related experience and/or training; or equivalent combination of education and experience. Experience in customer service is required.

LANGUAGE SKILLS: Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

MATHEMATICAL SKILLS: Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY: Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

CONSEQUENCE OF ERRORS: Incumbent operates under general guidelines and instructions and performs majority of tasks according to standard department practices and procedures, with work spot-checked and reviewed both during critical phases and upon completions for accuracy and compliance with directions. Errors may result in some loss of time within the departmental unit and/or inconvenience to other employees or members of the general public.

CERTIFICATES, LICENSES, REGISTRATIONS: Candidates must have the ability to be bonded, which also requires a credit check.

OTHER SKILLS AND ABILITIES: Candidates must have a thorough knowledge of standard office terminology and methods, as well as a general knowledge of utility service connection and termination procedures and customer billing, collecting and adjusting methods and procedures. In addition, the ability to post accounts and to perform mathematical computations with speed and accuracy is required. Candidates must also have the ability to deal courteously with the public and establish and maintain effective working relationships with associates, contractors and customers. The ability to operate a printer, copy machine, scanner and other office equipment is desired. Incumbent must have the ability to adapt and conform to shifting priorities and demands and execute accordingly.

OTHER QUALIFICATIONS: Computer software skills required include: Microsoft Outlook, Word, Excel, and Adobe. Experience with utility billing software is desirable.

PHYSICAL DEMANDS: The 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 duties and responsibilities.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently will stand; and walk. The employee occasionally will climb or balance; stoop, kneel, crouch or crawl; or smell; and lift and/or move up to 25 pounds.

Specific vision abilities required by this job include close vision (clear vision at 20 inches or less), distance vision (clear vision at 20 feet or more), color vision (ability to identify and distinguish colors), peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point), depth perception (three-dimensional vision, ability to judge distances and spatial relationships), and the ability to adjust focus (ability to adjust the eye to bring an object into sharp focus).

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

The normal office hours at TriCo are 7:30a.m. to 4:00 p.m., Monday through Friday. However, employees in this position may be required to work additional hours to meet the demands of the job.

While performing the duties of this job, the employee occasionally is exposed to working near moving mechanical parts and the risk of electrical shock. The noise level in the work environment is usually moderate