



Little Thompson Water District
835 E Highway 56, Berthoud, CO 80513
(970) 532-2096

CUSTOMER SUPPORT REPRESENTATIVE I

Salary Range: \$41,910– \$56,340 Annually

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed.

SUMMARY DESCRIPTION

Under supervision of the Business Manager, performs a variety of clerical and record keeping duties involved in servicing customer accounts; serves as front-line customer support processing customer requests for service, receiving payments, and addressing customer inquiries and complaints; and performs other duties as required.

REPRESENTATIVE DUTIES

The following duties are typical for these classifications. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

- Serves as receptionist for District administrative offices, receiving and transferring calls and visitors to proper office or individual.
- Obtains required customer information to process requests for start or discontinuance of water services.
- Explains District water service, billing, and collections policies to customers and helps resolve their complaints; inputs and retrieves information from customer accounting data base.
- Reviews customer account records for completeness and accuracy; maintains customer account files and meter records.
- Receives customer payments, makes changes and issues receipts; opens and verifies customer payments received by mail; process payments through checks conversion; balances daily cash receipts, totals batches of checks received, and prepares bank deposit documents.
- Coordinates activities of field personnel relative to turn off of service due to non-payment; and reads GIS maps and researches records to locate properties to assist field personnel.
- Uses specialized financial management and utility billing programs to maintain financial and customer data and records; to create or update master customer account files and related meter records; and create work orders for field personnel.
- Utilizes word processing and spreadsheet programs for reporting, reconciling and analyzing data.
- Performs varied and responsible office support duties, types and proofreads a variety of correspondence, reports, forms and specialized documents from drafts, notes and/or brief instructions; maintains a variety of technical and office records and files; provides and receives factual information from the public.
- Provides backup and assistance to the Business Manager on the preparation of special reports.
- Operates standard office equipment and provides work relief for other district office support staff.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Standard office procedures and practices; records management and filing practices and procedures.
- Practices and procedures related to accounting for receipts and the maintenance of customer account.
- Commonly accepted practices and procedures for meeting and dealing with the public and solving customer complaints. Effective operation of personal computer and other standard office equipment.
- Proper written and spoken English, including spelling, punctuation and grammar; business letter writing and report preparation techniques.
- Financial and statistical record keeping and bookkeeping terminology, practices and procedures.
- Business data processing principles as applied to financial record keeping and basic business arithmetic.

Ability to:

- Quickly learn and apply policies, rules, regulations and procedures to a variety of work-related situations.
- Deal tactfully and effectively with customers, interpreting and explaining regulations and procedures, frequently in situations where relations may be strained.
- Work independently and make sound judgments within procedural guidelines.
- Maintain attention to detail in a work environment of frequent interruptions.
- Organize and prioritize work activities and meet established deadlines.
- Balance and maintain accurate records, make accurate arithmetic calculations; operate a calculator by touch.
- Prepare clear and concise reports and correspondence.
- Maintain complete and accurate records and files.
- Effectively utilize a specialized computer program for financial management and utility billing; use spreadsheet and word processing software to generate reports and to maintain, track and compile data.
- Establish and maintain effective working relationships with those contacted in the course of the work.
- Perform essential duties of the job without causing harm to self or others.

Education/Training: High School diploma or its equivalent and four (4) years employment in bookkeeping or financial record keeping in a computerized software system; college or business school course work in an appropriate curriculum may be substituted for required experience on an equivalent time basis to a maximum of two (2) years.

Experience: Experience in a computerized software system; including financial or customer record keeping and office work which involves contact with the public, both in person and on the phone is desirable; office support work that involved the interpretation and explanation of policies and procedures to the public.

License or Certificate: A valid Colorado driver's license and satisfactory driving record to drive District vehicle.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein 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 job functions.

Working Conditions/Environment/Physical Requirements: The essential functions of this classification are performed in a controlled-temperature office in an active environment requiring attention to detail while interacting with the public in person and on the phone and requires the ability to: sit for extended periods of time in front of a computer screen; intermittently twist to reach equipment or supplies surrounding desk; operate computer and other office equipment on a daily basis; speak and hear in person and on the phone; see sufficiently to perform assignments; and frequently lift and/or carry items weighting up to 20 pounds and occasionally up to 50 pounds.