



La Cañada Irrigation District

Customer Services Representative

Salary Range: \$52,000 - \$76,960 Annually

About the Position

Under general supervision, the **Customer Services Representative** performs a variety of functions vital to delivering capable customer service and inner office functionality; interacting with the public respectfully, receiving and resolving customer complaints artfully, processing service requests and account payments accurately, and performing financial recordkeeping work in maintaining and updating District records to the highest standards.

The Ideal Candidate

The ideal candidate is an insightful self-starter who has a positive "can-do" attitude and who thrives in fast-paced, challenging, and dynamic environments. The ideal candidate is curious, possesses strong analytical skills and superb attention to detail; has persuasive written and verbal communication skills; and will embrace the District's ongoing implementation of several new I.T. and Customer Billing Software technologies.

Essential Functions

- Acts as a receptionist for the District office, which includes: answering telephone and radio calls, determining nature of call; recording and processing customer service requests and emergency service orders; directing callers to proper person, department, or outside vendor, providing information to callers, or, taking messages as appropriate.
- Accounts Receivable – Receives and records payments or other monies, and issuing receipts; verifying and posting details of transactions to appropriate billing software ledger or journal, basic cashing and bank deposit preparation, practices, and procedures.
- Composes and types correspondence, reports, forms and specialized documents from drafts, notes, dictated tapes, or brief instructions using typewriter or computer software; proofreads and checks printed material for accuracy, completeness, compliance with policies, and correct English usage including grammar, punctuation and spelling.
- Prepares and updates a variety of reports which may require arithmetic calculations and consolidating data from several sources; research and compiles information as needed.
- Works with field staff on an ongoing basis to facilitate meter reads, meter read error checks and scheduling of meter turn on/offs and consumption analysis activities.
- Performs administrative support activities, to include: establishing and maintaining office files and maintaining general office supplies; operating standard office equipment, including business network computers, & portable electronics; opening and distributing mail, processing outgoing mail, making travel arrangements.

Other Duties

- Inventory tracking support
- Backflow & Cross Connection correspondence and annual report submissions

Minimum Qualifications

Knowledge Of:

- Billing practices and Accounts Receivable related recordkeeping methods.
- CUSI (or equivalent) computer billing software and service information system.
- Modern office methods, procedures, and equipment including common office computer software and database programs, including the Microsoft Suite of Programs (Word, Excel, Outlook, Access, and PowerPoint).
- Techniques and principles of effective interpersonal communication.

Ability To:

- Establish the reputation of an integral team player, which involves flexibility, cooperation, and effective communication.
- Maintain tactful and good relations with coworkers, outside agencies, vendors, and the public.
- Prioritize a number of competing tasks simultaneously while providing high quality customer service.
- Perform a variety of difficult and sensitive customer service functions regarding the establishment and maintenance, and termination of District services.
- Quickly learn and reference the geography and the location of District facilities.
- Maintain and update payment and billing records and resolve delinquent accounts.
- Research and evaluate information regarding customer service and payment inquiries.
- Assist customers in trouble shooting commonly reported water service issues
- Quickly learn and apply District policies and regulations regarding establishing and maintaining services
- Coordinate customer service functions with other department functions and services.
- Make arithmetic calculations quickly and accurately.
- Operate a computer for word processing, database, and department specific software.
- Communicate effectively both orally and in writing.
- Always represent the District in a positive and professional manner.
- Pass pre-employment physical, drug and alcohol examination, and background check.

Experience & Education

Experience:

Two (2) years of experience performing customer service and related work at a level equivalent to the Customer Service Representative.

Two (2) years of experience working directly with modern Customer Billing Software, and the ability to achieve full conversance with CUSI Customer Billing Software.

Education:

High School diploma or equivalent

Typical Physical Activities:

While performing the duties of this job, an incumbent is regularly required to sit, talk or hear, in person and by telephone; use hands repetitively to operate standard office equipment. Incumbent is frequently required to walk, stand, kneel and bend and lift up to 25 pounds.

Specific vision abilities required by this position includes close vision and the ability to adjust focus to computer monitors and other standard office equipment.

Typical Work Environment:

Administrative staff are not substantially exposed to adverse environmental conditions. Work is performed mostly in office settings. The noise level is usually quiet to moderate.