



MARIN MUNICIPAL WATER DISTRICT

Senior Customer Service Representative

DEFINITION

Under general direction, performs a variety of difficult and complex customer service and office accounting support activities related to the maintenance of water service records, billing for service, delinquent account collection, service inspection, and complaint resolution; plans, assigns, directs and reviews the work of customer service representatives in the office and the field; performs related work as required.

DISTINGUISHING CHARACTERISTICS

The Senior Customer Service Representative is the lead level class in the customer service series. The incumbent handles difficult and complex customer service billing and account maintenance problems and oversees customer service, field investigation, collections document reproduction, and mail center services. Incumbent is also responsible for planning, assigning, directing and reviewing the work of customer service staff and acts as the department supervisor on a relief basis or as assigned by the Customer Service Manager. This position is distinguished from the Customer Service Representative III by the performance of more complex, analytical, and independent tasks and duties.

EXAMPLES OF DUTIES

Typical duties may include but are not limited to the following:

- Assists in planning goals, procedures and work standards for the department; provides input into the department budget;
- Performs difficult and complex water billing calculations, authorizes payment schedule extensions, account adjustments and refunds following adopted policies and procedures;
- Researches customer account problems, evaluates alternatives and recommends or effects solutions, depending upon the level of the problem; provides technical assistance to customer service office and field staff;
- Assigns, directs, reviews, and participates in the work of customer service office support and collection staff;
- Plans, assigns, schedules and supervises the work of field inspectors engaged in meter reading, maintenance, investigations of consumer complaints and manual turn on/off activities.

- Monitor's and directs incoming call center operations and customer service functions to ensure adherence to general quality standard and service level standards
- Acts as the unit supervisor on a relief basis or as assigned;
- Takes customer service calls and escalations, in person or over the telephone; answers inquiries and provides factual information regarding beginning or ending service; billing and payments, and related matters;
- Supports Customer Service Representatives (all levels), Field Inspectors and Office Assistant, may perform related duties as needed.
- Collects required information from the customer to open, close or modify water service accounts;
- Verifies and enters information into customer relationship management system;
- Provides guidance regarding difficult and complex field collection and investigation problems;
- Researches customer account records; sorts and files a variety of customer documents according to a standardized filing system;
- Recommends improvements to departmental policies and procedures to improve service effectiveness and staff resource allocation;
- Prepares a variety of correspondence, periodic or special reports and other written materials;
- May provide input for employee performance evaluations;
- Uses a variety of standard office equipment, including a personal computer, calculator, copier, cash register, credit card machine and check endorser in the course of the work;
- Follows applicable safety rules and regulations;
- May drive a motor vehicle in the course of work.

QUALIFICATIONS FOR EMPLOYMENT

Knowledge of:

- Basic principals and practices of customer service, document reproduction, and call center operations;
- Policies and techniques for interacting with the public in person and over the telephone, particularly in difficult situations;

- Field inspection and delinquent collection methods and techniques;
- Basic operation and maintenance of water meters and related connections;
- Safety practices and procedures related to field service work;
- Computer applications related to the work;
- Basic accounting principles related to customer service billing and payments; Office administrative practices and procedures;
- Principles and techniques of preparing effective written materials;
- Recordkeeping principles and practices;
- Correct business English, including spelling, grammar and punctuation;
- Basic budgetary practices and terminology.

Ability to:

- Plan, direct and review the work of others;
- Instruct and coach others in work procedures to ensure general quality and service level standards are maintained;
- Interpret, apply and explain complex policies and procedures;
- Multi-task, organize and assign work, set priorities and meet deadlines;
- Work in a constantly changing environment with competing priorities.
- Receive cash, make change, total and balance accounts;
- Type with sufficient speed and accuracy to enter data while on the telephone and produce standard correspondence;
- Maintain accurate customer accounting and office records and files;
- Prepare clear and concise reports, correspondence and other written materials;
- Use initiative and independent judgment within established procedural guidelines;
- Establish and maintain effective working relationships with those contacted in the course of the work;

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- Interact positively with the public, in person and over the telephone;
- Perform mathematical calculations;
- Utilize integrated computer billing, spreadsheet, and word processing systems;
- Depending upon job assignment, drive a vehicle;
- Travel to alternative work locations and offsite meetings.

Training and Experience:

Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

Graduation from high school and three years of customer service experience at a level at least equivalent to a Customer Service Representative II.. Experience in meter reading or field meter repair is highly desirable.

OTHER REQUIREMENTS

- Per California Government Code, Title 1, Division 4, Chapter 8, Section 3100 “all public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law.”

LICENSES AND/OR CERTIFICATIONS

- Possession of, or the ability to obtain, an appropriate California driver's license issued by the State Department of Motor Vehicles and satisfactory driving record.

PHYSICAL DEMANDS AND WORKING CONDITIONS

During the course of performing job duties the employee will need the mobility to work in a standard office setting, operate equipment, which may include office and/or field equipment, or specialized instruments or tools requiring repetitive arm/hand movement and/or the coordinated movement of more than one limb simultaneously; enter and retrieve data from personal computers and terminals via keyboards which is often performed while sitting for extended periods of time. The employee frequently stands, walks, bends at neck and waists, twists at neck and waist, uses simple and power grasping with both hands, uses fine manipulation of both hands and fingers, and requires use of the arms above the shoulder, climb or balance; stoop, kneel or crouch. While working in the field the employee may walk on uneven or un-level ground surfaces such as hills, slopes, ditches or trenches, on or in tanks, and may work at heights up to ten to twelve feet climbing ladders or stairs. The employee uses upper body, arms and shoulders to turn valves, lift meter lids, dig with shovel to remove dirt and debris from meter box. On a daily basis, the employee is required to lift and carry short distances, objects such as tools or equipment weighing up to 10-25 pounds. This position requires that the employee demonstrate adequate hearing and speech to converse in person and over the telephone, and vision to read printed materials and use a computer screen. In order to drive, individuals must be physically capable of operating the vehicles and equipment safely.

The noise level in the work environment is quiet to moderate noise. The employee is exposed to outdoor temperature, humidity, wetness and dust. Work schedules may be adjusted to accommodate operational needs and vacation coverage. Additionally, the position may require the ability to work overtime and weekends as needed.

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To be successful in this job, an individual must be able to satisfactorily perform each of the listed duties. These duties are representative of the knowledge, skill and/or ability required for the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the duties and functions of the position. Requests for reasonable accommodation should be directed to the Human Resources Manager.

Established: April 1987

Revised: July 2017

Approved by: Human Resources Manager