

CUSTOMER SERVICE REPRESENTATIVE I/II

I: \$56,705-\$77,325 Annually (DOQ)

II: \$67,015-\$87,635 Annually (DOQ)

To apply, please send your resume and cover letter to Jozi Zabarsky, Customer Service Manager at jozis@camrosa.com

DEFINITION

Under general supervision, performs a variety of routine to complex customer service and clerical duties related to utility billing and water service; responds to customer inquiries and complaints received in person, by phone, email, or mail; resolves billing and service issues; processes new service requests and disconnections; uploads and verifies water meter readings; generates and resolves billing exception reports; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory and/or management staff. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

Customer Service Representative I is the entry-level classification in the series. Incumbents perform a variety of routine clerical and customer service tasks under close supervision while learning District procedures and systems.

Customer Service Representative II is the journey-level classification. Incumbents perform the full range of customer service and billing duties independently, exercising sound judgment and initiative. Positions at this level receive only occasional instruction or assistance for new or unusual situations and are fully knowledgeable of District procedures, systems, and policies.

EXAMPLES OF TYPICAL CUSTOMER SERVICE FUNCTIONS

Management reserves the right to add, modify, change, or rescind work assignments and to make reasonable accommodations for qualified employees to perform the essential job functions.

- Responds to customer inquiries, requests, and complaints in person, by phone, email, or mail; provides account information and explains billing, water consumption, and service procedures in a professional and customer-focused manner.
- Processes new service requests, disconnections, and account transfers; prepares and distributes service orders to field staff for turn-ons, shut-offs, and meter checks.
- Performs cashiering duties; receives payments in person and online; issues receipts; balances daily cash drawers and reconciles transactions.
- Uploads and reviews water meter readings; prepares exception reports for unread or irregular meters; coordinates re-reads and resolves meter or billing discrepancies.
- Generates monthly and final bills; reviews reports for accuracy and completeness.
- Assists with delinquent account processing, including late notices, automated calls, and service interruptions.
- Dispatches technicians to check for stuck meters, meter problems, leaks, and to respond to emergencies. Monitors and tracks open service orders; communicates with field staff to ensure timely completion.
- Maintains accurate records, logs, and files related to customer accounts and billing.
- Observes and complies with all District policies, procedures, and safety practices.
- Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of customer service, cashiering, and account maintenance.
- Utility billing procedures and meter reading processes.
- Cash handling and reconciliation methods.
- District policies, procedures, and applicable local, state, and federal regulations.
- Recordkeeping and data entry practices.
- Modern office practices, methods, and computer equipment, including Microsoft Office and utility billing software.
- Proper English usage, spelling, grammar, and punctuation.
- Safety practices and procedures related to the work environment.

Ability to:

- Receive, process, and balance payments accurately.
- Research and resolve customer account and billing issues.
- Remain calm and tactful in handling difficult or sensitive customer interactions.
- Prioritize and respond to multiple inquiries and service requests effectively.
- Perform accurate mathematical and financial computations.
- Enter, retrieve, and analyze data using billing and meter reading systems.
- Identify problems and recommend effective solutions.
- Learn and utilize software programs and procedures quickly.
- Interpret and explain District policies, procedures, and applicable regulations.
- Organize and prioritize multiple tasks to meet deadlines.
- Exercise sound judgment and discretion within established guidelines.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain positive working relationships with customers, coworkers, and other District staff.
- Bilingual (English/Spanish) skills are desirable but not required.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying.

Education:

Equivalent to graduation from high school, supplemented by college coursework in accounting, bookkeeping, business administration, or a related field.

Experience:

Customer Service Representative I: One (1) year of customer service, cash handling, or clerical experience, preferably in a utility or public agency setting.

Customer Service Representative II: Two (2) years of increasingly responsible customer service or billing experience in a utility or public agency setting.

Licenses and Certifications:

None required

PHYSICAL DEMANDS

Must possess mobility to work in a standard office environment and use standard office equipment, including a computer; vision to read printed materials and computer screens; and hearing and speech to communicate in person and over the phone. This is primarily a sedentary position, though standing, walking, bending, stooping, and light lifting (up to 25 pounds) may be required.

ENVIRONMENTAL CONDITIONS

Work is performed in a standard office environment with moderate noise levels and controlled temperatures. Employees may interact with upset or dissatisfied customers and must maintain professionalism and composure while interpreting and enforcing District policies.