



CRESCENTA VALLEY WATER DISTRICT

CUSTOMER SERVICE CLERK

JOB DESCRIPTION

SUMMARY DESCRIPTION

Under the general supervision of the Customer Service Lead, the Customer Service Clerk performs a variety of routine to complex customer service functions, including answering telephones, researching problems, responding to customer complaints and inquiries, receiving payments, processing water service applications, generating service orders, preparing and reviewing billing reports, and processing billing; performs other work as assigned.

This position is essential in shaping the customer experience and ensuring customer needs are met. The ideal candidate will be deliberate about teamwork and professionalism, be flexible and a good listener, and be able to express ideas and exercise sound judgment in analyzing situations and making decisions. This position requires both technical expertise and interpersonal skills to support the Strategic Plan goals and objectives of the District, uphold CVWD's values, and foster communication and collaboration across departments.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all 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. The Customer Service Clerk:

- Establishes and maintains cooperative working relationships with co-workers, customers, and other stakeholders;
- Answers a broad range of general questions about the District programs, policies and procedures, and rate structure;
- Receives and responds to customer inquiries, complaints, and service requests in person, by telephone, or by email, and/or directs them to the proper personnel or departments for resolution;
- Responds to customers in a courteous, timely, and professional manner;
- Keeps accurate records of customer interactions on the utility billing platform;
- Ensures continuous coverage of customer service functions, including, but not limited to, the phone system, public counter, and online system;
- Assists with scheduling field technicians and generating daily service request lists;
- Maintains cash drawer; accepts, processes, and reconciles all payments; prepares deposits when required;
- Assists customers with online portal questions, including login issues, understanding data presented and making modifications;
- Performs or assists with ad hoc analyses related to informing or serving customers externally or providing interdepartmental customer service;
- Maintains and upholds the District's Values Statement;
- Maintains and upholds proper work safety standards;
- Performs related duties as assigned;

OTHER DUTIES

- Performs various office support tasks including filing, typing letters, data entry, file maintenance, and mail sorting;
- Audits customer accounts;
- Assists in inputting data into the customer information system;
- Assists with ad-hoc analytical and other reports across departments;
- Performs related duties as assigned.

QUALIFICATIONS

The successful candidate will reflect the District's core values as shown in the Strategic Plan. In addition, the following generally describes the knowledge and ability required to enter the job and/or be learned within a reasonable period of time to successfully contribute to the District's mission and vision.

Knowledge of:

- Customer service procedures and methods of resolving issues;
- MS Office Suite, billing, customer service, and other software and online platforms;
- Principles and methods used in reading, testing, and calibrating meters;
- Utility billing procedures;
- District system of water acquisition and delivery, wastewater collection and treatment, and related rate structure;
- District policies and procedures related to customers, services, and customer relations;
- Geography of the District service area and facilities;
- Proper work safety standards.

Ability to:

- Gain the confidence and cooperation of colleagues, working cooperatively across other departments;
- Communicate tactfully and courteously with the public; maintaining discretion for sensitive situations or issues;
- Communicate clearly and concisely, both orally and in writing;
- Communicate proactively with customers and other stakeholders;
- Analyze situations, research and evaluate information, and make sound recommendations in support of customer inquiries and issues;
- Make arithmetic calculations quickly and accurately;
- Uphold the District's organizational values;
- Follow oral and written directions;
- Organize data, maintain records, and prepare reports;
- Operate typical office equipment;
- Ability to speak Spanish, Korean, or Armenian is desirable.

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

- **Experience:** Completion of high school or a G.E.D and three (3) years of responsible work experience in customer service and customer relations work. Experience working with a public water and/or wastewater agency is highly desirable.
- **Driver License:** Possession of a valid California Class C Driver License may be required at the time of appointment. Failure to obtain or maintain such required license(s) may be cause for disciplinary action. Individuals who do not meet this requirement due to a physical disability will be considered for accommodation on a case-by-case basis. Possession and proof of a driving record free of multiple or serious traffic violations or accidents for two (2) consecutive years.

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.

- **Environment:**
 - Exposure to the sun: 10% or less time spent outside a building and exposed to the sun;
 - Irregular or extended work hours: ability to change working hours and to work overtime.
- **Physical:**
 - Reports in person to the District office
 - Communicates orally with District staff in face-to-face, one-on-one settings;
 - Regularly uses a telephone and computer for communication;
 - Uses office equipment such as computer terminals and copiers;
 - Works at a desk for an extended period of time and be able to carry, push, pull, reach, and lift objects weighing up to 10 pounds;
 - Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate assigned equipment; and
 - Hearing: Hear in the normal audio range with or without correction.