

# SOUTHWEST SUBURBAN SEWER DISTRICT

<b>Title:</b>	Customer Service Representative	<b>Department</b>	Administration
<b>Supervisor:</b>	Accounting Supervisor	<b>Effective Date:</b>	August 1 <sup>st</sup> , 2018
<b>Status:</b>	Fulltime	<b>Grade:</b>	\$4,641 - \$5,657/mo.

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## **General Nature & Scope of Work:**

Under the direction of the Accounting Supervisor, this represented position is primarily responsible for general customer service at the front desk for the Administration and Inspection Services Departments; issue various permits; provide sewer information including maps, white cards, as-build permits and hand out flyers; processing escrow quotes and assist with annual commercial water accounts. Assists in all areas of customer service and general office duties.

This position must work effectively with other District employees and with the public in order to provide outstanding wastewater collection and treatment related customer service. Work requires the use of sound judgment, positive attitude and effective communication skills.

## **Essential Job Functions:**

### **Administration:**

- Answers and directs incoming calls. Assists walk-in customers and telephone customers with payments, account changes, and gathers information for and processes closing bills.
- Receive, process and follow-up on all escrow billing requests.
- Scan escrow closing and new owner billing documents onto customer accounts.
- Enters customer changes into the billing system.
- Takes daily deposits to bank.
- Review, verify and file customer account adjustments.
- Research and resend returned customer bills.
- Assists with Lien customer follow-up calls.
- Assist customers with telephone and web payments and related issues.
- Assist Development and Emergency management supervisor as needed.
- Performs general assistance to the manager and staff as needed.
- Performs other tasks as directed.

### **Inspection:**

- Provide customer service to Inspection Department customers.
- Issue Side Sewer repair permits.

- Accept customer submittals including; certificates of sewer availability & new construction side sewer permits.
- Issue completed certificates of sewer availability and new construction permits
- Provide sewer information including maps, white cards, as-build permits and hand out flyers.
- Assist with annual commercial account water consumptions.
- Performs general assistance to the manager and staff as needed.

**Education and Experience:**

- Associates Degree in accounting or finance or related field preferably.
- Two (2) years' experience in customer service.
- Two (2) years' experience in data entry.
- Utility experience highly desirable.

**Knowledge, Skills and Abilities:**

- Working knowledge of Excel, Access, Crystal Reporting and Word.
- Ability to develop and maintain moderately complex spreadsheets.
- Ability to understand and execute complex oral and written instructions and to apply available guidelines to various situations.
- Ability to establish and maintain effective working relationships with those contacted in the performance of work.
- Ability to type 50 wpm.
- Employee must be bondable.

**General Requirements:**

- Ability to communicate courteously, effectively, tactfully, and maintain confidentiality.
- Demonstrate strong written and oral communication skills.
- Ability to carry out oral and written communications.
- Ability to organize and prioritize workload. Must be able to multi task.
- May perform task/job duties of other work unit positions in order to balance workload and/or cross train personnel.
- Proficiency with common office practices, equipment and software.
- Follow all safety requirements set forth by District policy, State and Federal laws.
- Follow all District Policies and Procedures.

**Special Requirement:**

- Must have a valid Washington State Driver's license.

**Work Environment:**

- Work is generally performed in an office environment.
- May require shift, weekend and holiday work as required by an emergency or work assignment.

The statements contained in this class specification reflect general details as necessary to describe the principal functions of this class, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including

work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the work load.