

Job Title: Customer Service Representative
Organization: Avon Lake Regional Water
Immediate Supervisor: Business & Financial Coordinator
Positions Supervised: N/A
FLSA Status: Non-Exempt
Bargaining Unit: Yes
Civil Service Status: Unclassified

GENERAL RESPONSIBILITIES:

Under direct supervision of the Business & Financial Coordinator, performs duties required for operation of Avon Lake Regional Water's billing, accounting, backflow, record keeping, and payroll programs. Perform the job duties with strict attention to procedures with the knowledge gained through training and experience in a neat, efficient manner maintaining Avon Lake Regional Water's customer service goals. A commitment to quality is essential to succeed in this position.

GENERAL QUALIFICATIONS:

1. Bachelor's Degree. Related advanced education/training preferred. Ten years of experience showing progressively increasingly complex duties and responsibilities or an Associate's Degree and 5 years of progressively increasingly complex duties and responsibilities may be considered as a substitute.
2. Must have ability to be bonded.

SPECIFIC DUTIES

Under the guidance of a supervisor, shall perform a variety of technical and routine tasks which may include but not be limited to:

1. Maintain all utility billing records.
 - a. Process transactions in utility billing system to produce timely and accurate utility bills.
 - b. Download and upload meter reading data to initiate billing according to established schedules.
 - c. Review consumption reports to ensure billing accuracy.
 - d. Perform critical review of billing exceptions and take appropriate action.
 - e. Ensure accurate establishment of new accounts and final bills in a timely manner.
 - f. Process all forms of utility bill payments.
2. Receive and process time sheets and prepare salary/status changes.
3. Answer phones, receive guests at the counter, and operate the drive-up window.
4. Maintain computer-based record of utility billing deposits, adjustments, water usage, etc.
5. Process and maintain records of miscellaneous billings and collections.

6. Maintain all backflow prevention program records including registered devices and annual inspection certifications.
 - a. Prepare and mail all annual backflow device inspection notices.
 - b. Maintain up to date list of approved backflow testers.
7. Maintain all utility locate (OUPS) data entry and notifications.
8. Coordinate and maintain sewer inspections, locations and storm disconnection information.
9. Maintain customer files and records, implementing appropriate retention and destruction schedules.
10. Create and monitor pending and completed distribution/collection work orders.
11. Prepare bid documents and correspondence.
12. Process and maintain records of the Lateral Loan Program.
13. Prepare and maintain accounts payable, fiscal, and related records in accordance with generally accepted accounting practices.
 - a. Account for all payments received.
 - b. Prepare monthly budget reports.
 - c. Prepare journal entries and verify proper coding and posting.
 - d. Prepare periodic financial and statistical reports.
 - e. Process, record, verify, and correct all transaction information.
 - f. Prepare, enter, verify, and back up all financial information.
 - g. Develop financial database information.
 - h. Maintain all transaction records and files.
 - i. Enter accounts payable invoices and process checks.
 - j. Resolve account discrepancies.
 - k. Maintain cash accounts.
 - l. Keep information confidential.
 - m. File inventory, fixed asset, and vendor information including checks, invoices, and letters.
 - n. Perform technical analysis and reconciliations of recorded financial and related transactions.
14. Maintain good customer service practices and procedures.
15. Perform additional functions/tasks, as needed.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs and requirements of the job change.

The successful applicant should possess at a minimum the general qualifications, plus abilities to:

1. Undertake modern office practices and procedures, including all standard equipment and software.
2. Perform all standard and complex clerical tasks.
3. Communicate effectively, both orally and in writing.
4. Work accurately with numbers.
5. Follow oral and written instructions, procedures and supervisory direction.
6. Ability to collect money and record fees from all departments.

To reach the top three steps of the wage range, the Customer Service Representative must also have extensive knowledge in (at the determination of the employer) either:

7. General accounting practices and accounting practices as they relate to the utility.

8. Billing and collection and backflow prevention procedures including all meter reading/billing and backflow software.

Additionally, in the area of specialty above, the Customer Service Representative must be able to generate, interpret, and explain the requisite reports and rules (e.g., billing, backflow reporting, accounting, financial reporting).

The physical/mental demands described here are representative of the position to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Quickly answer staff and customer queries.
2. Work accurately, even with repeated interruptions.
3. Prioritize workloads.
4. Always be mentally alert.
5. Professional and courteous.
6. Normal physical activity for an office environment.
7. Work independently or in a team environment.
8. Work accurately and calmly under pressure.
9. Must work overtime as needed.