



LAKEHAVEN WATER AND SEWER DISTRICT Job Description

POSITION TITLE CUSTOMER SERVICES REPRESENTATIVE I - CUSTOMER SUPPORT (LEVEL 7)	
DEPARTMENT: CUSTOMER SERVICE	SUPERVISOR: CUSTOMER SERVICES MANAGER
FLSA STATUS: NON-EXEMPT	INCUMBENTS(S):
SII CODE: 5306	REVISION DATE: 2015-10-07
REPRESENTED BY: AFSCME	REVIEW DATE: 2020-02-03

JOB SUMMARY:

Assists counter and telephone customers, provides customer service information, posts payments, performs daily balancing, sorts daily mail, files adjustments. Performs a variety of other customer oriented activities.

Work is generally performed under general supervision.

ESSENTIAL JOB FUNCTIONS:

- Maintains regular, predictable attendance.
- Physical ability to conform with all safety requirements.
- Answers customer service phone calls and assists counter customers.
- Balances cash drawer for end of day.
- Responsible for NSF letters and other routine correspondence.
- Processes customer record changes.
- Responsible for monitoring customer arrangements.
- Responsible for Customer Service document retention.
- Makes calls to delinquent commercial accounts.
- Prepares and mails Lien and Foreclosure Notices and Recorded Liens and Releases.
- Maintains the adjustment files.
- Performs daily bank run/mail run.
- Processes returned mail.
- Maintains Special Conditions program, including collection calls.
- Assists with daily balancing.

ADDITIONAL DUTIES AND RESPONSIBILITIES:

- Identifies customer needs and coordinates same with field personnel.
- Backs-up other employees processing postage on out-going mail.
- Performs miscellaneous filing.
- Trains, assists and backs-up other employees and performs other duties as assigned.

EDUCATION AND EXPERIENCE:

- High school education or equivalent combination of experience and education.
- Minimum of two (2) years customer service oriented work experience.
- Experience in general clerical work necessary.

KNOWLEDGE SKILLS AND ABILITIES:

- Knowledge of business English, spelling and mathematics.
- Knowledge and experience with word processing terminology.
- Knowledge of standard office practices, policies and procedures.
- Ability to operate computers, calculators and other office equipment efficiently.
- Employee must be bondable.

GENERAL REQUIREMENTS:

- Ability to communicate courteously, effectively, tactfully, and maintain confidentiality.
- Demonstrate strong written and oral communications skills.
- Ability to carry out oral and written instructions.
- Ability to organize and prioritize workload.
- 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 codes.
- Follow all District Policies and Procedures.
- Other duties as assigned.

SPECIAL REQUIREMENTS:

- Depending on area of assignment, must have valid WA State Driver's License.

WORK ENVIRONMENT:

- Work is generally performed in an office environment.
- May require shift, weekend and holiday work as required by emergency or work assignment.
- Anticipated to respond in emergency situations.
- Fast-paced customer service-oriented environment.

MACHINERY, TOOLS, EQUIPMENT, PERSONAL PROTECTIVE EQUIPMENT:

- Standard office equipment.

PHYSICAL DEMANDS:

N: Never (not at all)

O: Occasional (1-33% of the time)

F: Frequent (34%-66% of the time)

C: Constant (67%-100% of the time)

STRENGTH: Sedentary Light Medium Heavy Very Heavy

	Frequency	Comments	
Sitting	C		
Standing	O		
Walking	O		
Driving	O		
Lifting: 25 lbs.	O		
Carrying: 25 lbs.	O		
Push/Pull: 25 lbs.	O		
Climbing Stairs/Ladders	O		
Working at Heights/Balancing	N		
Bending at Waist	O		
Twisting at Waist	O		
Crouching/Kneeling	O		
Crawling	N		
Reaching	O		
Repetitive Motion	C	Keyboarding	
Handling/Grasping	O	Pinch Grasp %	Whole Hand Grasp %
<i>Comments for line above:</i>			
Fine Finger Manipulation	F		
Talking	C		
Hearing	C	Indoors 100%	Outdoors %
Seeing	C		
Temperature Extreme	O		
<i>Comments for line above:</i>			
Vibration	N		
Other			

The statements contained herein reflect general details as necessary to describe the principal functions of this job, 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 workload.

This job description does not constitute an employment agreement and may be changed or amended at any time to meet the needs of the District.