

## STRATMOOR HILLS WATER DISTRICT

**Job Title:** Customer Service Representative/Billing Clerk

**Job Classification:** Non-Exempt

**Job Reports To:** Assistant District Manager

### **SUMMARY:**

The Customer Service Representative/Billing Clerk is a full-time position of 40 hours per week. This position performs a variety of customer service, clerical, billing and accounting duties.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following: other duties may be assigned:

- Serve as a representative of the District, demonstrating a positive attitude through the display of professionalism, courtesy and appropriate tact and discretion in all interactions with other employees and the public.
- Provide primary customer reception, either face-to-face or over the phone,
- Performs customer relations activities daily including resolving billing and/or service concerns.
- Assist and back up Billing Clerk
  - Accept customer payments and accurately post payments to customer accounts;
  - Balance daily cash drawer with receipts, respond to billing inquiries and maintain utility account information as needed.
  - Complete work orders for changes in customer utility accounts and respond to customer requests for changes in their service.
  - Assist in the utility billing process to include meter reads import/exports.
- Other duties as assigned.

### **OTHER DUTIES:**

- Answering multiple incoming calls for District and transferring calls to the appropriate District representative and taking messages for District employees while projecting a positive image of the District.
- Distribute incoming mail to appropriate people and process incoming mail payments,
- Advise field supervisors of service and maintenance request.
- Coordinate utility billing activities with Assistant District Manager and Accounting Clerk
- Perform additional general office functions such as, but not limited to, filing, copying, or operating the postage machine.
- Backup or assist other employees within the District Office as needed.

## **QUALIFICATIONS:**

The degree of knowledge and ability as outlined under this section is what is necessary to satisfactorily perform the essential functions of this position.

### **Customer Service**

- Practices, principles, and techniques of Customer Service
- District functions and services
- Office computer and software packages
- Telephone operations.

### **Billing Clerk**

- Creating new accounts.
- Process monthly, delinquency (shut offs) and final billing and utility work orders.
- Works directly with title companies on final bill calculations and payments.
- Prepares and review billing reports with Assistant District Manager.

### **Ability to**

- Ability to interact with the public and other members of the District. Involves the receipt and interpretation/understanding of information as well as preparation and transmission of same.
- Ability to participate in routine conversation in person or via telephone.
- Must be proficient in data entry with the ability to type 30 wpm.

## **EQUIPMENT USED:**

Personal computer with various software packages utilized by the District, calculator, typewriter, telephone, copy machine.

## **LANGUAGE SKILLS:**

Ability to read, analyze, and interpret general business information. Ability to write reports and business correspondence. Ability to effectively present information and respond to questions from other employees, customers, the general public, board members, and management team.

## **REASONING ABILITY:**

Ability to apply common sense understanding to carry out instructions furnished in written or oral form. Ability to deal with problems involving several concrete variables in standardized situations.

**PHYSICAL DEMANDS:**

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus.

**WORK ENVIRONMENT:**

The noise level in the work environment is normal for an office environment.

**EXPERIENCE/EDUCATION:**

High School diploma or GED equivalent is required. Supplemental course work in accounting or bookkeeping or related field is desired. Minimum of two (2) years general office experience or a combination of experience and additional education is desired.

*The Stratmoor Hills Water District is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the District will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.*

Job Type: Full-time

Pay: \$25.00 - \$28.00 per hour

Benefits:

- 401(k)
- Dental and Vision insurance
- Health insurance
- Paid time off
- Paid Holidays

Schedule:

- 8-hour shift
- Day shift
- Monday through Friday

Please forward your completed application and resume to [shana@stratmoorhillswater.org](mailto:shana@stratmoorhillswater.org)