

Job description

STRATMOOR HILLS WATER DISTRICT

Job Title: Customer Service Representative

Job Classification: Non-Exempt

Job Reports To: Office Supervisor

SUMMARY:

The purpose of this position is to accept District revenues for both water and sanitation services, assist customers with billing and service information, enter information into computer systems, assist with billing process, provide customer reception, whether face-to-face or by phone and provide administrative support to the District Office as necessary.

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; and
- Other duties as assigned.

OTHER DUTIES:

- Answering multiple incoming calls for District and transferring caller to the appropriate District representative;
- Perform additional general office functions such as, but not limited to, filing, copying or operating the postage machine; and
- 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.

Knowledge of –

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

Ability to –

- Ability to interact with the general 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; and
- 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, two-way radio base station, copy machine, fax 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 the District Manager.

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: \$17.00 - \$20.00 per hour

Benefits:

- 401(k)
- Dental insurance
- Health insurance
- Paid time off

Schedule:

- 8-hour shift
- Day shift
- Monday to Friday

Ability to commute/relocate:

- Colorado Springs, CO 80906: Reliably commute or planning to relocate before starting work (Required)

Work Location: In person