

AUGUSTA WATER

Job Description

DATE: May 2023

JOB TITLE: Customer Service Representative

FLSA: Non-Exempt

DEPARTMENT: Administration

CATEGORY: Non-Essential

REPORTS TO: Customer Service Supervisor

SUMMARY OF RESPONSIBILITIES:

The Customer Service Representative performs work related to the preparation of bills for water and sewer services; collects and accounts for the payment of bills; and, presents a professional image to Augusta Water customers and visitors.

ESSENTIAL JOB FUNCTIONS:

1. Meet and greet the public and customers in a professional manner, both personally and on the telephone, regarding billing issues and service questions.
2. Retrieve payments from drop-box (outside).
3. Collect and process payments.
4. Answer customer questions at the customer service counter and by telephone. As necessary, develop and type written responses to customer inquiries and billing questions.
5. Coordinate the preparation of water and/or sewer accounts for billing to include the computation of gallons of water used, determination of charges from the current rate schedule, and checking for accuracy.
6. Establish new customer accounts; prepare receipts, collection reports, deposit slips, and bank collections for water and sewer bills received from customers. Transmit the collection report to the Accounting Department. Reconcile the cash drawer, prepare the bank deposit, and make the daily bank deposit.
7. Maintain a variety of financial records in connection with the billing and collection job duties including the delinquent account report, meter deposits and refund ledger, new connections, cut-off of service, and changes in service. Maintain accurate and timely records and reports.

8. Drive to the post office and bank as needed.
9. Assist meter technicians with scheduling and prepare work orders for the field workforce to initiate repairs, turn-on and turn-off of service.
10. Coordinate new service installation with the Augusta County Building Inspection Department and the Authority's Engineering Department. Verify that the new service installation is correct so that a certificate of occupancy can be issued.
11. Maintain work area and equipment in a clean and orderly manner.

WORKING CONDITIONS:

1. Work is performed in a typical office environment. Normal sitting, standing, walking, stooping, bending, kneeling, reaching, grasping are required. Repetitive movement using keyboard and office equipment is involved.
2. Minimal lifting is required (e.g., a 30-pound box of paper).
3. Occasional weekday overtime is required.
4. Must be able to work independently, with minimum supervision.
5. Must report to work on time as scheduled.
6. Must possess the ability to deal with and maintain confidentiality of information.
7. Must possess a valid Virginia Driver License.

EMPLOYMENT CONDITIONS

1. Pre-employment drug test
2. Pre-employment physical
3. Pre-employment driving record review
4. Annual driving record review
5. Subject to a random drug and/or alcohol test

KNOWLEDGE AND SKILLS:

1. High school graduate, or equivalent, with some course work in data processing, office equipment operations, and a minimum of two (2) years of related customer service and office experience.
2. Ability to communicate, both verbally and written, to read and understand instructions and handle customers and visitors requests in English.
3. Must have knowledge of standard office practices, procedures, operation of office equipment, basic spelling and arithmetic, and the ability to type accurately and at a reasonable rate of speed.
4. Must exhibit a positive attitude to effectively deal with the public, customers, vendors, and co-workers. Ability to perform several tasks at the same time efficiently.

5. Must be proficient in the use of current computer software.
6. Ability to efficiently utilize Microsoft Word and Excel and data base applications.
7. Must have a working knowledge of the internet, e-mail, basic web-based research, and electronic data communications.

SAFETY REGULATIONS AND HAZARDS:

1. Must observe all Augusta Water safety rules and regulations (lifting safety, wearing seat belts, awareness of slip, trip, and fall hazards, etc.).
2. Must attend administrative safety meetings.

THIS JOB DESCRIPTION DOES NOT LIST ALL THE RESPONSIBILITIES, DUTIES, SKILLS, REQUIREMENTS, EFFORTS, OR WORKING CONDITIONS ASSOCIATED WITH THE JOB. EMPLOYEES WILL BE EVALUATED IN PART BASED UPON PERFORMANCE OF THE TASKS LISTED IN THIS JOB DESCRIPTION.

MANAGEMENT RESERVES THE RIGHT TO REVISE THIS JOB DESCRIPTION AT ANY TIME. THIS JOB DESCRIPTION IS NOT A CONTRACT FOR EMPLOYMENT, AND EITHER PARTY MAY TERMINATE EMPLOYMENT AT ANY TIME, FOR ANY REASON.

APPROVALS:

EMPLOYEE or APPLICANT: _____ DATE: _____

SUPERVISOR: _____ DATE: _____