CUSTOMER SERVICE REPRESENTATIVE I

GENERAL STATEMENT OF RESPONSIBILITIES

This position is primarily responsible for assisting with the billing and collecting of District fees, frequent interaction with the public and a variety of routine office functions. Work is performed under the direction of the Administrative Services Manager. This is a District safety-sensitive position in accordance with Arizona law.

EXAMPLES OF DUTIES TO BE PERFORMED

1. Assists in answering telephones, responds to billing questions, notes accounts, and routes calls to appropriate staff.

2. Greets customers, accepts payments, responds to billing questions, notes accounts, and directs inquiries to appropriate staff.

3. Assists Administrative Services Manager in the billing and collecting of District fees.

4. Responsible for database and customer account management for assigned accounts.

5. Responsible for collection and payment plans of delinquent and finals for assigned accounts.

6. Processes User & Availability Fee payments.

7. Assists in processing User & Availability Fee refunds.

8. Responds to and follows up on title company inquiries for User and Availability fees due.

9. Sets up new accounts in billing system for assigned accounts.

10. Prepares liens and lien releases, assists in filing liens and lien releases for assigned accounts.

11. Researches foreclosures and bankruptcies for assigned accounts.

12. Assists Controller and Administrative Services Manager in billing projects and other special projects.

13. Provides fee quotes and issues Sewer Service Agreements, collects applicable fees, and inputs data into computer.

14. Prepares tap inspection and final certificate of occupancy requests and inputs data into computer.

15. Prepares complaint response requests and inputs data into computer.

16. Assists in processing encroachment permit and abandonment requests and collects applicable fees.

17. Assists in processing blue stake requests and maintains blue stake files.

18. Assists in opening, sorting, and distributing incoming mail and deliveries.

19. Responds to oral and written requests for legal descriptions, addresses, and parcel numbers.

20. Sorts, organizes, and files materials.

21. Reproduces correspondence and other papers using copy machine.

22. Other tasks as assigned

REQUIRED KNOWLEDGE AND SKILLS

1. Knowledge of general office practices and procedures.

2. Proficient typing and filing skills.

3. Ability to operate various office machines such as a personal computer, typewriter, facsimile machine, copy machine, adding machine, etc.

4. Basic knowledge of various computer software applications.

5. Ability to understand and follow oral and written instructions.

6. Ability to prioritize multiple tasks.

7. Ability to communicate with public in a pleasant manner under adverse circumstances.

REQUIRED TRAINING AND EXPERIENCE

This position requires a minimum of three years of customer service and office clerical experience, familiarity with computer applications, completion of high school, and some further business training at the college level. Other combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

1. Must pass a pre-employment drug test.

2. This position requires the use of District vehicles for business. Use of a personal vehicle for District business is prohibited if the employee is not authorized to do so. The incumbent must possess a valid AZ driver's license with a good driving record.