

CUSTOMER SERVICE REPRESENTATIVE II

GENERAL STATEMENT OF RESPONSIBILITIES

This position is primarily responsible for the billing and collecting of District fees and assisting in overseeing the office and office systems necessary to ensure that the administration of the Sanitary District is carried out in an effective and efficient manner. This position assumes more responsibility and requires more skills than a Customer Service Representative I position. 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. Acts as Administrative Services Manager in their absence.
2. Assists Administrative Services Manager in the billing and collection of District fees.
3. Responsible for database and customer account management for assigned accounts.
4. Sets up new accounts in billing system for assigned accounts.
5. Processes User and Availability Fee payments.
6. Processes auto-pay requests.
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. Responsible for collections and payment plans of delinquent and finals 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. Responsible for preparing daily, end of month, and year-end billing reports.
13. Assists Controller and Administrative Services Manager in billing projects and other special projects.
14. Provides fee quotes and issues Sewer Service Agreements, collects applicable fees, inputs data into computer, and tracks unpaid sewer connections.
15. Assists in preparation of tap inspection and final certificate of occupancy requests and inputs data into computer.
16. Assists in preparing complaint response requests and inputs data into computer.

17. Assists in processing encroachment permit and abandonment requests and collects applicable fees.
18. Responsible for processing blue stake requests. Assists in maintaining District blue stake files.
19. Responds to oral and written requests for legal descriptions, addresses, and parcel numbers.
20. Assists in answering telephones, responds to billing questions or routes calls to appropriate staff.
21. Assists in greeting customers, accepting payments, responds to billing questions, notes accounts, and directs inquiries to appropriate staff.
22. Sorts, organizes, and files materials.
23. Reproduces correspondence and other papers using copy machine.
24. Other tasks as assigned

REQUIRED KNOWLEDGE AND SKILLS

1. Ability to make sound decisions.
2. Knowledge of general office practices and procedures.
3. Proficient typing and filing skills.
4. Ability to operate various office machines such as a personal computer, typewriter, facsimile machine, copy machine, adding machine, etc.
5. Proficiency in various computer software applications.
6. Ability to understand and follow oral and written instructions.
7. Ability to prioritize multiple tasks.
8. Ability to communicate with public in a pleasant manner under adverse circumstances.
9. General knowledge of network operations.

REQUIRED TRAINING AND EXPERIENCE

This position requires a minimum of five years of office/customer service experience, proficiency in 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.