

CUSTOMER SERVICE REPRESENTATIVE II

GENERAL STATEMENT OF RESPONSIBILITIES

This position is primarily responsible for the assisting in billing and collecting of District fees and overseeing the 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 greater skills and deeper knowledge of billing functions than a Customer Service Representative I position. Work is performed under the direction of the Administrative Services Manager and the Assistant Administrative Services Manager. This is a District safety-sensitive position in accordance with Arizona law.

EXAMPLES OF DUTIES TO BE PERFORMED

1. Assists Administrative Services Manager and Assistant Administrative Service Manager in the quarterly billing and collection of District fees.
2. Responsible for database and customer account management for Commercial, Multi-Family, Availability, and any other assigned accounts.
3. Sets up new accounts in billing system for assigned accounts.
4. Processes User and Availability Fee payments.
5. Processes auto-pay requests and cancellations.
6. Assists in processing User & Availability Fee refunds.
7. Responds to and follows up on title company inquiries for User and Availability fees due.
8. Responsible for collections and payment plans of delinquent and finals for assigned accounts.
9. Prepares liens and lien releases, assists in filing liens and lien releases for assigned accounts.
10. Researches foreclosures and bankruptcies for assigned accounts.
11. Researches “dead-end” accounts.
12. Assists with preparing or the oversight of daily, end of month, and year-end billing reports.
13. Assists with annual commercial billing report process and monthly reclaimed water billing.
14. Assists with quarterly commercial business license and assisted living license review and quarterly vacant lot ownership review.

15. Assists with records management and retention for billing-related processes.
16. Assists Administrative Services Manager and Assistant Administrative Manager in billing projects and other special projects.
17. Provides fee quotes and issues Sewer Service Agreements, collects applicable fees, inputs data into computer, and tracks unpaid sewer connections.
18. Assists in preparing complaint response requests and inputs data into computer.
19. Assists in processing encroachment permit and abandonment requests and collects applicable fees.
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 computer, facsimile machine, copy machine, adding machine, etc.
5. Proficiency in various computer software applications, such as Microsoft Business products.
6. Ability to understand and follow oral and written instructions.
7. Strong organizational skills and ability to prioritize.
8. Ability to communicate with public in a pleasant manner under adverse circumstances.
9. Ability to prepare written correspondence to customers in a professional and effective manner.
10. Ability to prioritize multiple tasks.

11. Ability to work as productive member of a team to provide high quality and accurate work and tasks assigned.
12. Knowledge of District functions.
13. Knowledge of and ability to apply policies and procedures of the District.
14. Knowledge of permitting process and rate and fee schedule.
15. 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.