



JOB TITLE: Senior Customer Service Representative
DEPARTMENT: Billing
REPORTS TO: Administrative Services Manager
FLSA STATUS: Non-Exempt

SUMMARY OF POSITION

This position is primarily responsible for assisting with billing and collecting of District fees, frequent interaction with the public and a variety of routine office functions. This position assumes more responsibility and requires greater skills and deeper knowledge of billing functions than a Customer Service Representative position. Work is performed under the direction of the Administrative Services Manager. This is a District safety-sensitive position in accordance with Arizona law.

ESSENTIAL FUNCTIONS

Performs duties and responsibilities commensurate with assigned department which may include, but are not limited to, any combination of the following:

- Assists customers, vendors and general public promptly and professionally in person, by phone and in writing, and directs inquiries to appropriate staff.
- Maintains customer accounts including setting up new accounts, updating account information, processing billing adjustments and refunds, and documenting account activity for Commercial, Multi-Family, Availability, and any other assigned accounts.
- Receives and accurately processes payments.
- Collects fees due on payment plans, delinquent, and final bills.
- Responds to and follows up on title company inquiries for fees due.
- Prepares and assists in filing liens and lien releases.
- Researches foreclosures, bankruptcies, and returned mail.
- Researches "dead-end" accounts.
- Provides fee quotes and issues Sewer Service Agreements.
- Prepares work orders for complaint response, tap inspection and final certificate of occupancy requests.
- Assists in processing encroachment permit and abandonment requests.
- Assists in opening, sorting, and distributing incoming mail and deliveries.
- Assists with billing projects, database maintenance projects and other special projects.
- Maintains records in accordance with the District's Records Retention Policy and all applicable departmental guidelines.
- Assists with tasks including quarterly billing of District fees, processing of delinquent notices, and posting late fees.
- Processes auto-pay requests and cancellations.
- Prepares daily, end of month, quarterly, and year-end billing reports and/or processes.
- Assists with annual commercial billing report process and monthly reclaimed water billing.
- Assists with records management and retention for billing-related processes.
- Drives District vehicles in accordance with District policy as needed.
- Other tasks as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of District policies and procedures.
- Knowledge of general office practices and procedures.

- Strong customer service skills.
- Proficient typing and filing skills.
- Ability to operate various office machines such as a computer, facsimile machine, copy machine, adding machine, scanner, etc.
- Proficiency in various computer software applications, such as Microsoft Business and Adobe Acrobat products.
- Strong organizational skills and ability to prioritize multiple tasks.
- Ability to work as productive member of a team to provide high quality and accurate work and tasks assigned.
- Ability to communicate with the public in a professional manner under adverse circumstances.
- Ability to prepare written correspondence to customers in a professional and effective manner.
- Ability to make sound decisions.
- Knowledge of District functions.
- Knowledge of and ability to apply policies and procedures of the District.
- Knowledge of permitting process and fee schedule.
- General knowledge of network operations.
- Ability to understand and follow oral and written instructions in the English language.
- Ability to complete required OSHA and other safety training classes.
- Ability to work cooperatively and professionally with all other District employees and vendors.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

- Work is primarily in an office environment and is performed with possible exposure to environmental conditions associated with operation of a water reclamation facility.
- While performing the duties of this job, the employee is regularly required to talk and hear.
- Sufficient strength to occasionally lift and/or move items up to 25 pounds.
- Ability to sit or stand for extended periods of time at a workstation typing on a keyboard, reading a computer screen, and operating a variety of standard office equipment requiring continuous or repetitive arm and hand movements and close vision work.
- Visual and muscular dexterity to operate a vehicle and a computer.

REQUIRED CREDENTIALS, EDUCATION AND WORK EXPERIENCE

- Five years of customer service and office clerical experience.
- Proficiency with Adobe Acrobat and Microsoft Office products including Outlook, Word, and Excel.
- High school diploma or GED equivalent.
- Other combinations of education and experience will be considered.
- Preferred: Knowledge of utility billing system software.
- Preferred: Familiarity with third party payment processing services.

ADDITIONAL REQUIREMENTS

- This is a safety sensitive position that must pass a post offer/pre-employment drug screening and background check.
- This position is subject to random drug and alcohol testing throughout the period of employment in accordance with the District's Drug-Free Workplace Policy.

- This position requires the use of District vehicles for business. A valid, unrestricted driver's license with no major citations within the past 39 months prior to the start date is required.

EQUAL OPPORTUNITY EMPLOYER

FHSD is an equal opportunity employer. FHSD shall employ, without discrimination as to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform essential job functions.

DISCLAIMER

Some incumbents may not perform all the duties listed or may perform related duties as assigned. This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the position change.