

CASITAS MUNICIPAL WATER DISTRICT

JOB TITLE: Customer Service – Accounting Technician
REPORTS TO: Accounting Manager
SALARY LEVEL: Salary Grade 16 E
DATE: July 18, 2016

Definition

Under general supervision provides front office/customer service support, process payments, provides varied clerical support, operates central phone system and filing, and performs other related duties as required and assigned.

Essential Functions

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

Primary duties include but are not limited to the following:

- Greet the public and attend to routine needs and requests of customers, answers Customers' calls and complaints, screens and routes inquiries to the appropriate personnel by telephone or written memo;
- Maintain effective relations with District staff and customers, and works with other companies and agencies in a professional manner;
- Receive water utility and trailer storage payments at the front counter;
- Answer telephones, routes calls to correct recipient and take messages;
- Maintain District voice mail, incoming messages for holidays and employee extensions;
- Open incoming mail/post outgoing mail, including UPS, FedEx, etc.
- Independently prepare/process correspondence, memorandums, general office data and reports based on overall knowledge and understanding of the District's activities and policies;
- Create forms and assist in gathering data and information;
- Develop and maintain procedure manual for front office;
- Maintain Utility Billing customer information for water service accounts;
- Upon receipt of water consumption data, check high and low water use for further investigation of possible leak, stuck meters, missing reads and notifying customers of possible leak and high/low use.
- Prepare applications for new water service;
- Prepare service orders to turn on and turn off water service;
- Process information for the collection of past due customer accounts;
- Perform other related duties as required and assigned.

Knowledge, Skills and Abilities

Knowledge of proper work safety standards; customer service procedures and handling of

complaints; modern office methods and equipment, procedures and practices including careful maintenance of filing system, money exchange and accounting principles and practices as they relate to water utility fiscal procedures and billing/accounts receivable processing.

Communicate orally and with written reports with District management, co-workers and the public in face-to-face, one-to-one and group settings; learn rules, regulations and policies governing the use of Casitas' facilities; keep up with and adapt to changes in education and trends of modern office functions regarding the establishment and maintenance of District services; compile, compute and produce data accurately and efficiently; compose clear and concise correspondence independently and from oral or written instructions using correct grammar, punctuation, and spelling; accomplish administrative assignments with a minimum of supervision; follow and complete work schedules to insure the smooth flow and timely conclusion of work assignments and projects; count money correctly and give proper change; follow and communicate oral and written instructions, communicate tactfully with the public, other companies and agencies, District management and coworkers; establish and maintain cooperative working relationships; analyze situations effectively and adopt the effective course of action.

Ability to use hardware and software of computers; operate 10 key adding machine by touch; extensive use of office equipment such as FAX machine, calculator, copier, printers, mail machine, cash register, etc.; regular use of telephone.

Education and Experience

Any combination equivalent to basic high school education preferably supplemented by a two year college degree in accounting and three years of responsible customer service, general accounting, clerical and typing experience or training, education and experience which would provide the required knowledge and abilities for this position. Working knowledge of and ability to use and ability to keep up with changes in office equipment and computer programs including Microsoft Word and Excel and the District's accounting system.

Work Environment or Environmental Elements

Employee works primarily indoors but may on occasion be outdoors and exposed to cold and hot temperatures, inclement weather conditions, mechanical or electrical hazards. Employee may interact with upset staff and/or customers, vendors and public.

Physical Activities

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Employee must have adequate hearing and speaking sufficient to exchange information in person and on the telephone; uses hands and fingers in extensive use of personal computer and other office machines such as copier, printer and fax; sufficient eyesight to read computer screens and printed documents; mental capability to read and interpret data, perform

highly detailed work, and work under deadlines. Positions in this classification may sit for extended periods of time but may also bend, stoop, kneel, and reach to use files and records. Will need to occasionally move about inside the office and may occasionally travel by automobile in conducting district business. Employee must possess the ability to lift, carry, push and pull materials and objects weighing up to 25 pounds.

Other Qualifications

- United States citizenship or legal eligibility to work in the United States.
- Medical evaluation and pre-employment physical and drug screening to determine physical fitness for the job.
- California Class C driver's license with acceptable driving record consistent with standards established by the District.
- Participation in job training or professional development programs.

Working Conditions

Typical work schedule is Monday through Friday from 8:00 a.m. to 4:30 p.m. There may be an occasional need for overtime work which must be approved in advance.

The specific statements shown in each section of this description are not intended to be all-inclusive. They represent the essential functions and minimum qualifications necessary to successfully perform the assigned function.

Employee Signature

Date