



JOB DESCRIPTION

POSITION	Customer Support Specialist (CSS) I/II	SAFETY SENSITIVE	No
SALARY RANGE	CSS I – Range 11 CSS II – Range 15	ESTABLISHED DATE	2/01/2023
FLSA STATUS	Non-Exempt	REVISION DATE(S)	5/08/2023
HOURS – FT/PT	Full Time		

SUMMARY

Under general supervision, performs a variety of routine to complex customer support functions including providing information, researching problems, performing collections and making credit arrangements on customer accounts; answering customer inquiries and resolving complaints, receiving payments, issuing receipts, inputting data into the computer, general bookkeeping and clerical duties, and generating service orders. Performs switchboard operation and reception duties; receives and routes incoming calls to appropriate departments; sign in and direct visitors.

DISTINGUISHING CHARACTERISTICS

This series class specification defines and describes the nature and levels of work performed in the Customer Support Specialist series.

Customer Support Specialist I – This is the entry to mid-level in the Customer Support Specialist classification series. At this level, incumbents perform routine to complex customer support functions, under close to general supervision, with less latitude for independent action.

Customer Support Specialist II – This is the experienced, journey-level in the Customer Support Specialist classification series. At this level, incumbents perform the full range of customer support functions from routine to the most complex, with greater independence under less supervision, while exercising discretion and independent judgment within established guidelines.

The CSS II is responsible for resolving escalated customer complaints and disputes and handling difficult customer delinquency and billing issues; generating and maintaining schedules for meter reading, lock-offs, penalties, printing of bills/notices, and other recurring CS scheduling; preparing reports; overseeing water assistance programs; authorizing adjustments within set guidelines; overseeing daily cashiering and drawer audit processes; and coordinating customer support activities with field personnel.

The CSS II is responsible for leading, planning, prioritizing, and reviewing work of other CS staff ensuring compliance within set standards; guiding, training, and providing technical and functional direction to other staff engaged in customer support duties; ensuring complete coverage for customer support functions; and providing assistance to the department supervisor.

SUPERVISION RECEIVED/EXERCISED

Positions receive close to general supervision from a department head, manager, or supervisor, as assigned.

The Lead CSS has the responsibility to lead and guide staff, as well as provide training and provide technical and functional direction to staff engaged in customer support duties.

EXAMPLES OF DUTIES

*Job Descriptions are only intended to present a description summary of the range of duties and responsibilities associated with specified position. Therefore, job descriptions **may not** include all duties performed by individuals within the position. 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.*

Essential Functions

- Using courteousness and tact, serves as the District's primary point of contact responding in-person, by telephone, email, mail, fax, or by other communication means to a variety of customer requests and inquiries regarding District operations.
- Assists customers including but not limited to explaining billing and rates; establishing, changing, and closing accounts; processing turn-on and turn-off requests; explaining credit policies; providing information and processing requests for low-income or customer assistance plans; assisting with questions and resolutions to high usage, including participating in the customer notification process; assisting with development inquiries and processes; and provides assistance and resolutions for other general operational questions.
- Responsible for the lock-off procedures of delinquent water accounts according to applicable rules, laws, and regulations; and prepares appropriate correspondence to customers regarding account status as needed (i.e., non-payments, returned checks, payment plans).
- Inputs payments (cash, check, etc.), creating a receipt; assembles deposit; verifying cash balances; maintains assigned cash drawer in an accurate and accountable manner.
- Maintains records of past due customer accounts; prepares delinquent bill reminders and past due notices; processes NSF checks and refers delinquent accounts to a collection agency in accordance with established District policy; reverse late fees and delinquent processing charges within authority levels, when warranted by the circumstances.
- Maintains customer support task calendars/schedules, including but not limited to meter reading, meter change-outs, lock-offs, non-payment, etc., and communicates this information to staff.
- Generates service orders for Field Service Technicians and makes a record of fieldwork completed; downloads and uploads information into a computer database and processes related reports.
- Opens, voids, and closes service orders and tracks responses; maintains records for all service orders; coordinates and schedules all service order types; provides coordination and correspondence between the customer and field service; provides prompt follow-up with customers. Manages service orders for special programs, such as zero read or meter replacement.
- Perform a wide variety of administrative tasks, including typing letters, memos, and data entry, maintain files, and sort mail.
- Maintains, updates, and organizes customer support forms, applications, and other customer support documents.
- Provides review and resolution of customer complaints/problems and escalates them as needed.
- Assists in utility billing as assigned and backups other department staff as needed.
- Recommends improvements in customer support/cashier job-related policies and procedures.
- Provides radio dispatch and monitoring services as needed.
- Regular attendance at the worksite is required.

Marginal Functions

- Opens and closes the administration building and turns the alarm system on and off.
- Acts as a backup for banking and mail errands.
- Attends safety meetings.
- Performs other special projects and duties as assigned related to the classification.

MINIMUM QUALIFICATIONS

The following are representative of the qualifications necessary to perform the essential duties of the position.

Any combination of education and experience which would likely provide the necessary knowledge and abilities may be qualifying.

Customer Support Specialist I

Experience: A typical way to obtain the experience would be to have a minimum of one (1) year performing customer support duties. Experience in a public utility highly desirable.

Education and/or Training:

- High School Diploma or equivalent;
- Completion of college level coursework in business administration, public administration, accounting, or closely related field desirable.

Certificates, Licenses, Registration: None

Other: Must possess and maintain valid California Class C Driver's License.

Customer Support Specialist II

Experience: A typical way to obtain the experience would be to have a minimum of four (4) years of increasingly responsible customer support and clerical accounting experience. Public agency experience desired.

Education and/or Training:

- High School Diploma or equivalent;
- Equivalent to graduation from an accredited two-year college or university with major coursework in business administration, public administration, accounting, or closely related field desirable.

Certificates, Licenses, Registration: None

Other: Must possess and maintain valid California Class C Driver's License.

PERFORMANCE EXPECTATIONS: KNOWLEDGE, SKILLS, AND ABILITIES

The following are representative examples of KSA's necessary to perform the essential duties of the position.

Knowledge of:

- Modern principles and practices of providing excellent customer support,
- Modern office practices, methods, and computer equipment and applications.
- Cash, check, and credit handling techniques;
- Basic accounting and mathematics;
- Proficient at using word processing and spreadsheet software and understanding of accounting software and the aptitude to learn governmental accounting software.
- Techniques for dealing with delinquent accounts.
- Computer applications, such as word processing and spreadsheets.
- Basic leadership and communication ideals and principles.

Skill in:

- Possess strong organizational and time management skills.
- Possess very strong computer skills in Word, Excel, and PowerPoint.
- Possess strong skill with 10-key by touch.
- Possess strong verbal and written communication skills.
- Efficiently learning District software programs.

Ability to:

- Provide tactful and courteous support to the public.
- Resolve complaints in a calm and effective manner.
- Operate a variety of office equipment, including a computer, 10-key calculator, cash register, and supporting word processing, spreadsheet, and customer support applications.
- Learn and operate software such as Outlook, Word, Excel, and customer support databases in a proficient manner.
- Type accurately at a minimum of 45 words per minute.
- Work in a fast-paced environment and successfully manage a rapidly changing environment.
- Analyze complex customer support problems and recommend solutions; handle a diverse set of customer comments, inquiries, and complaints in a polite and professional manner.
- Interpret, explain, and enforce policies and procedures.
- Multi-task, communicate progress, and meet deadlines.
- Establish and maintain cooperative, respectful, and effective working relationships with those contacted in the course of work, including District employees, officials, vendors, and the general public.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands: Subject to reasonable accommodation in accordance with the requirements of the Americans with Disabilities Act (ADA) and the California Fair Employment and Housing Act (FEHA), possess the ability to lift and/or carry objects (no greater than 20 lbs.) on an infrequent basis. Ability to bend, twist, turn, push, pull, and reach routinely, as well as perform repetitive motion tasks on a regular basis. Ability to sit for extended time periods and use office equipment such as computer terminals, copiers, and fax machines on a regular basis. Requires normal range hearing and vision. Ability to stoop, kneel, and crouch occasionally.

Work Environment:

- **Outside:** On seldom occasions standing, walking, climbing may be required during tours of facilities.
- **Inside:** Duties of this position are predominantly conducted indoors, in an office setting or environment.
- **Fumes/Gasses:** Duties of this position are predominantly conducted indoors, in an office setting or environment.
- **Noise/Vibration:** Noise levels expected of an office or indoor setting are expected.

Equipment Use: Standard office equipment such as computer hardware and peripherals, binding machines, copy machines, scanning machines, fax machines, and telephone.

Mental Demands: While performing the duties of this class, an employee is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; use math, and mathematical reasoning; learn and apply new skills and information; perform highly detailed work on multiple, concurrent tasks; and interact with District managers, officials of other governmental agencies, community and professional groups, staff and other organizations.

Safety: Follows proper safety practices at all times.

Travel: On occasion, the incumbent in this position may be required to attend, workshops, meetings, and/or seminars.

Other: Position may be subject to alternative 4/10 workweek schedule.

EMPLOYEE ACKNOWLEDGEMENT

I have read the above and understand that it is intended to describe the general content of and requirements for performing the job listed. It is not an exhaustive statement of duties, responsibilities or requirements.

I understand that this description does not preclude my Manager or Supervisor's authority to add or change duties or responsibilities and understand that the performance of other duties may be required from time to time to meet the needs of Joshua Basin Water District. I also understand this job description does not create an employment contract, implied or otherwise.

Print Employee Name

Employee's Signature

Date