



## POSITION DESCRIPTION

<b>Position Title</b>	Customer Service Rep. I		
<b>Reports to</b>	Office Manager/Business Manager	<b>Department</b>	Office/Administration
<b>Hiring Rate</b>	\$15.00	<b>Date Prepared</b>	01/28/2018
<b>Job Category</b>	Non-exempt/hourly		

**Purpose:**

This position is responsible for maintaining all of the inventory physical assets, which consists of the material used to ensure the successful operation of the water system; both treatment and distribution, at levels that ensure the field operations personnel are able to perform their tasks in a timely manner, and to do so in the most cost efficient manner. This means having the right amount of material to take care of day-to-day needs minimizing expenditures on material that will not be utilized within a reasonable amount of time.

**Essential Duties and Responsibilities (CSR I)**

1. Prioritizes tasks to meet deadlines. Coordinates with Office Manager to ensure activities are performed to maximum efficiency.
2. Assists in customer services by assisting with operations and procedures.
  - a. Customer billing;
  - b. Customer correspondence;
  - c. Assisting with supply requisitions;
  - d. Assisting with monitoring clerical functions.
3. Handles customer inquiries and complaints.
4. Is responsible for filing documents under the direction of the Office Manager.
5. Ensures the smooth and accurate flow of work orders between the customer relations staff and field operations.
6. Assists with coordinating services and activities with those of other CCSUD Departments and outside organizations.
7. Assists in the adherence to safe and friendly work practices by all personnel assigned to the office operations.
8. Provides excellent customer service.
9. Performs other related tasks as directed.
10. Bilingual Preferred.

**Essential Knowledge, Skills and Abilities**

1. Education:
  - a. High school diploma or GED plus 3 years work experience minimum.
2. Experience:
  - a. Requires 3-5 years of experience working in a clerical capacity and money handling.
3. Specialized knowledge:
  - a. Must be PC literate, i.e., at a minimum must have Microsoft Excel, Word proficiency.
  - b. Basic accounting knowledge required
  - c. Knowledge of and working skills on inventory control.
  - d. Cash handling experience a must.
4. Skills:
  - a. Must have excellent communication skills both verbal and written.
  - b. Must have excellent organizational and planning skills.
  - c. Must have excellent interpersonal skills, with the ability to interact with all levels of workers and external agencies.
  - d. Must have a very good level of proficiency in Word and Excel.

- e. Must be self-motivated in order to complete job requirements without constant supervision.
- f. Leadership skills

**Work Environment and Physical Demands**

- 1. Work days: Monday through Friday Office Hours: 8AM to 5PM. There may be times during emergencies, or at the request of Management which you would be asked to work extended hours.
- 2. Required to observe all safety and environmental policies in compliance with federal, state and local laws.
- 3. Must have professional appearance, consistent with the Employee Handbook.

**Conditions of Employment**

- 1. Must be willing to submit to pre-employment drug screening
- 2. Must be willing to submit to a criminal background check
- 3. Must be willing to submit to a driving record verification
- 4. Must have reliable transportation

**Disclaimer**

This position description indicates the general nature and level of work expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. Incumbent may be asked to perform other duties as required.

<i>Prepared by General Manager Mike Taylor</i>	<i>Approved by Office Manager Sandra Henderson</i>	<i>Approved for use by Business &amp; HR Manager: Regina C. Franke</i>
<i>Date: January 26, 2018</i>	<i>Date: January 26, 2018</i>	<i>Date: January 26, 2018</i>