



POSITION DESCRIPTION

Position Title	Customer Service Rep. I		
Reports to	Office Manager/Business Manager	Department	Office/Administration
Hiring Rate	\$15.00	Date Prepared	06/21/2017
Job Category	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. Work experience in a manufacturing or parts distribution related fields preferred.
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.

