



San Juan Water District
9935 Auburn-Folsom Road
Granite Bay, California 95746
(916) 791-0115
www.sjwd.org

Customer Service Technician I/II Position Description

Status: Non-Exempt
Supervisor: Customer Service Manager
Effective Date: July 1, 2007

Supervision Received and Exercised

Customer Service Technician I - Receives immediate supervision from the Customer Service Manager and receives technical and functional supervision from the Customer Service Technician III. Does not provide supervision to others.

Customer Service Technician II - Receives general supervision from the Customer Service Manager and receives technical and functional supervision from the Customer Service Technician III. Does not provide supervision to others

Primary Function

To perform a variety of technical and administrative tasks in the functional areas related to customer water accounts including reception, monitoring and updating customer accounts, data processing, and cash receipts.

Essential Duties - *Duties may include, but are not limited to, the following:*

- Perform technical and administrative tasks related to telephone reception and walk-in traffic, customer accounts, data processing, returned checks, and cash receipts including EFT and credit card transactions; explain procedures and policies to customers; respond to customer questions.
- Input cash receipts and customer account payments; enter cash receipts in journal at month-end; prepare cash receipt summary; maintain all back-up material for cash receipt deposits.
- Prepare, coordinate, and enter in system all service orders relating to capital improvement projects and maintenance of distribution and service lines; prepare quotes for capital improvement fees.
- Prepare Will Serve letters and applications; provide meters to customers as requested; prepare and mail price quotes for all connections on water service offered by District for land/property within District boundaries or to be annexed.
- Maintain hydrant use permits; follow-up with permit holder regarding billing and refund of deposits.
- Receive and process deposits for construction water meter usage; maintain log of meter use; maintain all deposit back-up material.
- Provide backup for other Customer Service Technician and Accounting Technician positions when required.

- Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.
- Perform related duties as assigned.

Minimum Qualifications

Customer Service Technician I

Knowledge of:

- English usage, grammar, spelling and punctuation.
- Modern office procedures, methods and computer equipment.
- Principles and practices of customer service.

Ability to:

- Understand the organization and operation of the Customer Service department.
- Intermittently, review documents related to department operations; observe, identify and problem solve office operations and procedures; understand, interpret and explain department policies and procedures; explain operations and problem solve office issues for the public and with staff.
- On a continuous basis, sit at desk and/or stand at counter for long periods of time; intermittently twist and reach office equipment; write and use keyboard to communicate through written means.
- Meet and assist the public effectively.
- Organize and prioritize work activities.
- Learn to interpret and apply administrative and departmental policies.
- Compile and maintain records and files.
- Perform basic arithmetical calculations.
- Efficiently operate computers and applicable software and 10 key.
- Initiate and maintain effective safety practices.
- Establish and maintain effective working relations with those contacted in the course of work.
- Communicate clearly and concisely, both orally and in writing.

Experience and Education:

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Education:

Equivalent to graduation from high school.

Experience:

Six months of general office experience.

License or Certificate:

Possession of, or the ability to obtain and maintain, a California Driver's License with a satisfactory driving record. Individuals who do not meet this requirement due to a physical disability will be considered on a case-by-case basis.

Customer Service Technician II

In addition to the qualifications for Customer Service Technician I:

Knowledge of:

- General accounting theory.
- Departmental policies and operating procedures.

Ability to:

- Interpret and explain District and department policies and procedures.
- Research and resolve discrepancies involving customer accounts.

Experience and Education:

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Education:

Equivalent to graduation from high school.

Experience:

Two years of experience performing duties equivalent to either a Customer Service Technician I or Account Technical I with San Juan Water District.

License or Certificate:

Possession of, or the ability to obtain and maintain, a California Driver's License with a satisfactory driving record. Individuals who do not meet this requirement due to a physical disability will be considered on a case-by-case basis. Positions in this class are flexibly staffed and are normally filled by advancement from the I level if incumbents have met the minimum qualifications and have demonstrated the ability to perform the responsibilities required at the higher performance level.

Physical Capabilities:

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 functions.

<i>Physical Requirements</i>	<i>Rarely (0-12%)</i>	<i>Occasionally (12-33%)</i>	<i>Frequently (34-66%)</i>	<i>Regularly (67-100%)</i>
Seeing				√
Hearing				√
Standing/Walking		√		
Climbing/Stooping/Kneeling		√		
Lifting/Pulling/Pushing		√		
Approximate Maximum Weight to Lift		20 Pounds		
Fingering/Grasping/Feeling				√
Describe Working Conditions	100 Percent Indoors			