



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

## Customer Service Technician III

### Position Description

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

#### **Supervision Received and Exercised:**

Receives direction for the Customer Service Manager and provides technical and functional supervision over assigned personnel

#### **Primary Function**

To organize, assign and review the work of assigned personnel engaged in a variety of administrative and accounting tasks in support of the District's customer service functions including billing and meter reading; to perform duties requiring specialized knowledge; and to provide administrative support to the Customer Service Manager.

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

- Plan, prioritize, and review the work of staff assigned to a variety of customer service functions.
- Participate in evaluating the activities of staff, recommending improvements and modifications.
- Provide and coordinate staff training; work with employees to correct deficiencies.
- Coordinate monthly meter readings with outside contractor and misreads with field crews prior to billing.
- Establish new customer accounts; maintain accounts receivable collection file for delinquent accounts.
- Maintain account information on standby accounts; run annual standby billing routine.
- Maintain tenant authorization file including notifications to tenants and landlords on amounts due.
- Respond to questions from customers on rates, billing concerns, changes to billing practices, District policies, and metering; evaluate customer requests for payment extensions.
- Direct and coordinate delivery of door hanger notices and shut-offs for non-payment.
- When required, provide backup for the preparation and entry of service orders relating to capital improvements and maintenance of distribution of service lines.
- Prepare Will Service letters and applications; prepare hydrant use permits.
- Provide backup for other Customer Service Technician and Accounting Technician positions when required.
- Establish 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**

*Knowledge of:*

- Principles and practices of technical and functional supervision and training.
- Advanced principles and practices of customer service.
- English usage, grammar, spelling and punctuation.
- Modern office methods, procedures and computer equipment.
- General accounting theory.
- Departmental policies and operating procedures.

*Ability to:*

- Provide technical and functional supervision over assigned staff; effectively train staff.
- 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.
- Perform the most complex duties related to the District's customer service functions.
- Understand the organization and operation of the Customer Service department.
- Meet and assist the public effectively.
- Organize and prioritize work activities.
- 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.
- Communicate clearly and concisely, orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

*Education and Experience:*

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 and two semester of college level accounting courses.

Experience:

Three years of responsible experience equivalent to Customer Service Technician II or Account Technician II 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.

**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			