

**MERCED IRRIGATION DISTRICT
CUSTOMER SERVICE REPRESENTATIVE**

FLSA Status – Non Exempt
Unrepresented

DEFINITION:

Under direct supervision, perform financial and customer service support work in the processing of utility billings and payments; maintain and reconcile general ledger and banking accounts relating to customer service. Respond to on-site customer requests and assist with Public Relations and Marketing as requested.

ESSENTIAL FUNCTIONS OF THE POSITION:

- Maintain electric service and irrigation customer contact within the call center.
- Process applications for service; sets up new accounts; distributes information to field and/or irrigation operations staff; processes account close-outs and transfers; accepts, verifies and carries out requests for property changes.
- Prepare and distributes customer billings, delinquency notices and turn-off notices; edits and processes meter readings and calculates meter routes billings; prepares and run general ledger for customer billings; receives and processes customer and other payments and issues receipts; enters payments and charges into system; receives customer complaints and notifications of problems; researches billing problems and takes action for resolution; contacts delinquent customers, makes special payment arrangements, assists in processing bankruptcies.
- Balance cash drawer; process billing updates and adjustments, write offs, NSF, EFT's, refunds, etc.
- Prepare a variety of reports including Water Usage Reports, customer correspondence; completes a variety of requests and work tasks pertaining to service orders, collections, data entry and month end closing; prepares accounts and schedules for disconnections and dispatch field calls.
- Prepare utility customer bank deposits; verifies input to output for balancing with remittance processor and computer software; maintains logs for cash deposits and batches processed; audit and correct input data as necessary.
- Research and assembles information from a variety of sources for completion of forms or preparation of reports; provides information to District management, staff and the public on District accounting policies and procedures and account information.
- Perform administrative and clerical duties in support of department functions; organizes and maintains various files; prepares and drafts correspondence, reports, forms and specialized documents; proofreads and checks materials for accuracy, completeness and compliance with federal and state laws and regulations and District policies and procedures.
- Provide accurate and legible data input for timesheets, workload planning and other related documents.
- Participate in safety training programs and other related functions.
- Provide backup clerical and accounting operations assistance to other staff
- Attend safety meetings as required; reports all workplace accidents, violations or infractions to management.
- Work overtime, weekends and holidays as required to provide for emergency response and to accommodate the needs of the business.
- Perform other duties as requested, directed, or assigned.

CUSTOMER SERVICE REPRESENTATIVE

QUALIFICATIONS:

Any combination of experience and education that would prepare the candidate for the duties and responsibilities of the position is acceptable.

Education:

- Graduation from high school or related General Educational Development (GED).
- Some college level courses focusing on accounting, bookkeeping or finance is preferred.

Experience:

- Two (2) years experience in a public sector or customer service environment.

Ability to:

- Operate a computer, calculating machine and other standard office equipment.
- Organize, set priorities and exercise sound judgment within established guidelines.
- Interpret, apply and reach sound decisions in accordance with District rules, policies and department procedures.
- Make calculations and tabulations and review fiscal and related documents accurately and rapidly.
- Understand and carry out written and oral instructions.
- Learn and apply new information.
- Prepare clear and accurate financial records and reports.
- Establish and maintain effective working relationships with District management, staff, customers, the public and others.

Knowledge of:

- Practices and procedures of governmental budgeting and accounting.
- Methods, practices, documents and terminology used in processing accounting transactions and in financial record keeping.
- District rules, procedures and practices governing cash receipting, purchasing, and related financial transactions.
- The District's Chart of Accounts and general funding sources.
- The District's Electric and Water Irrigations computer software for processing account information and interpreting input and output data.
- Fundamental accounting and internal control practices and procedures.
- Standard office practices and procedures.

Necessary Special Requirements:

- A valid California Class C Driver License and the ability to maintain insurability under the District's vehicle insurance program.
- Abide by all District policies, guidelines and rules.

ENVIRONMENTAL FACTORS:

- Exposure to the sun: 10% or less work time spent outside a building and exposed to the sun.
- Irregular or extended work hours: Occasionally required to change working hours or work overtime.
- Work performed in an office environment

CUSTOMER SERVICE REPRESENTATIVE

The mental and 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 the essential functions:

ESSENTIAL MENTAL ABILITIES:

- Exercise independent judgment.
- Self directing and organized.
- Reason objectively.
- Assess, project and plan work activities on a daily and weekly basis.
- Interpret state/ federal/agency regulations.
- Document concisely, accurately and timely.
- Handle a variety of duties which may be interrupted or changed by immediate circumstances.

TYPICAL PHYSICAL DEMANDS:

- Communicate orally and in writing with District management, co-workers, outside auditors, customers, and the public in face-to-face and one-on-one settings.
- Transport, set-up and removal of promotional equipment and materials at various public functions.
- Use of office equipment such as computer, copiers, scanners, and fax machines.
- Capable of negotiating stairways.

Sitting: Remains in a seated position for up to eight (8) hours per day
Hands/Arms: Operates computer for up to eight (8) hours per day
Lifting: Raises and lowers boxes and supplies up to twenty-five (25) pounds.
Stooping: Bends body downward and forward by bending at the knees or waist
Talking: Expresses ideas and shares information by means of spoken work in person and by telephone.
Hearing: Hears well enough to receive communications in person and by telephone.
Vision: Reads written and video messages for up to eight (8) hours per day. Operate vehicles and office equipment.

SUPERVISION:

The position receives general supervision from the Customer Service Supervisor.

I have reviewed this Job Description with my Supervisor and agree with its contents.

Employee Signature/Date

Supervisor Signature/Date

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.