

Customer Service Representative

Basic Hours of Work: Monday – Thursday, 8:00am – 4:30pm; Friday 7:00am – 3:30pm

Hourly Compensation Range: \$23.44 - \$35.98

Job Duty Characteristics: This is an entry level position. Initially under close supervision, incumbents learn and perform routine administrative, secretarial, or customer service duties. As experience is gained, assignments will become more varied, complex, and difficult. Frequency of work being reviewed will lessen as the incumbent demonstrates skill to perform the work independently. Positions at this level usually perform most of the duties required of the positions at the senior level, but are not expected to function at the same skill level and exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern.

Environmental Demands: Almost always works indoors in temperature-controlled environment. Seldomly works outside, but may encounter a variety of weather conditions when outside that range from snow to temperatures in excess of 100° F. Within the office environment, this position may experience exposure to various colognes/perfumes, fumes from printing cartridges and cleaning products, and dust from stored supplies. Employees may experience some noise and vibration from office machines and HVAC equipment.

Physical Requirements / Activities include:

- Typing correspondence; Operating a desktop computer, adding machine, FAX machine, cash register, credit card terminals, postage machine, mail-opening machine, stapler, copier machine, hole punch;
- Assistance of, and face-to-face interaction with, customers, vendors, contractors, consultants, other Agency employees, etc., in office and by telephone;
- Process daily mail
- Filing

The above-listed activities necessitate the incumbent's ability to perform the following functions: sitting; standing; walking; stooping; squatting; bending; twisting; close vision; speaking; hearing; occasionally lifting up to 25 lbs.; pushing; pulling; use of hands to write, type on keyboard, finger or feel objects, tools or controls

Mental Requirements:

- Reading -Ability to read letters, reports, memos, messages, emails, complex financial documents, operating manuals for office equipment.
- Writing -Ability to write reports, letters, memos, messages, and emails; fill out forms and documents.

- Math - Ability to perform basic math calculations. Ability to apply concepts such as fractions and percentages to practical situations.
- Attention to Detail - High level concentration and attention to detail for extended periods of time required to produce reports, correspondence, and documents, and to input data into computer software.
- Repetition - Routine daily work practices, including keyboarding and operation of other office machines, filing, answering the phone, etc.
- Judgment - Ability to work independently, prioritize work and make decisions regarding correct formatting of work and implementation of same. Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to work face-to-face with others and formulate appropriate instructions to achieve desired goals.
- Social Skills - Ability to relate positively and cooperatively with members of the public and Agency personnel.
- Communication Skills - Ability to quickly organize and communicate thoughts orally and in writing. Ability to understand communications from others.

Prerequisite Qualifications

High school diploma with business emphasis, or the equivalency thereof;

- Knowledge of basic math;
- Ability to accurately type at a minimum speed of 40 words per minute;
- Ability to proficiently operate 10-key adding machine;
- Ability to quickly learn Microsoft Word and Excel;
- Valid California driver license and satisfactory driving record.

General Job Description:

- Receives and processes mail and payments from customers;
- Assists in the processing of customer utility billings;
- Assists with web and electronic-payment processing;
- Performs receptionist duties, including answering telephone and personally answering inquiries or directing callers to staff qualified to provide answers;
- Provides information and assistance to customers regarding their accounts and/or creating a new account;
- Provides information and assistance to Agency field personnel regarding customer account information;
- Provides information and assistance to approved external parties as it pertains to customer accounts
- Prepares documents for mailing or courier delivery, including envelope stuffing, addressing and postage;
- Routine clerical work, including filing, classifying and indexing records, copying, etc.;
- Researches customer account and/or application problems as directed;