

# Water Authority Position Description

## CUST CARE LEAD TECH

Status	Position Code	Level	Date
APPROVED	CCLT	A06	Mar 2017

Job descriptions are intended to present a general list of the tasks/duties performed by employees within this job Classification. Job Descriptions are not intended to reflect all duties performed within the job.

### POSITION SUMMARY

CUSTOMER CARE REPRESENTATIVE LEAD TECHNICIAN IS THE ADVANCED CLASS IN THE CUSTOMER CARE SERIES. PROVIDE PROFESSIONAL AND COURTEOUS CUSTOMER ASSISTANCE TO THE PUBLIC RELATED TO WATER AND SEWER FEES, SERVICE AND BILLING. PERFORM COMPLEX AND DIFFICULT CLERICAL ACCOUNTING RELATED TO WATER AUTHORITY CUSTOMER BILLING ACCOUNTS.

### MIN EDUCATION & EXPERIENCE REQ

HIGH SCHOOL DIPLOMA OR GED PLUS SIX (6) YEARS OF CALL-CENTER, RECORDS AND BILLING, OR RELATED CUSTOMER SERVICE EXPERIENCE, INCLUDING TWO (2) YEARS EXPERIENCE AS A CUSTOMER CARE REPRESENTATIVE AND TWO (2) YEARS EXPERIENCE AS A CUSTOMER CARE BILLING SPECIALIST OR SUCCESSFUL CHALLENGE OF CUSTOMER CARE REPRESENTATIVE AND CUSTOMER CARE BILLING SPECIALIST LEVEL. POSSESSION OF A CUSTOMER CARE LEAD TECHNICIAN TRAINING CERTIFICATE.

### ADDITIONAL REQUIREMENTS

POSSESSION OF, OR ABILITY TO OBTAIN AND MAINTAIN A VALID AUTHORITY OPERATOR PERMIT (AOP)  
 POSSESSION OF A VALID NEW MEXICO DRIVER'S LICENSE  
 POSSESSION OF WATER AUTHORITY CUSTOMER CARE REPRESENTATIVE AND CUSTOMER CARE BILLING CERTIFICATE  
 PASS THE NEW MEXICO DEPARTMENT OF WORKFORCE SOLUTIONS TYPING TEST AT 25 WORDS PER MINUTE

### SUPERVISION RECEIVED/EXERCISED

RECEIVE GENERAL SUPERVISION FROM AN ASSIGNED CUSTOMER SERVICE SUPERVISOR, OR HIGHER LEVEL MANAGER.

MAY PROVIDE LEAD DIRECTION OR TRAINING TO LESS EXPERIENCED EMPLOYEES.

**ESSENTIAL FUNCTIONS**

1. RESPOND TO ESCALATED, COMPLEX CUSTOMER REQUESTS AND COMPLAINTS IN PERSON, OVER THE PHONE OR THROUGH ELECTRONIC OR REGULAR MAIL. INITIATE, CLARIFY OR TERMINATE SERVICE ACCOUNTS. PROCESS AND VERIFY REBATES. OBTAIN AND ENTER ACCOUNT INFORMATION DATA IN THE UTILITY'S CUSTOMER CARE BILLING (CC&B) AND OTHER SYSTEMS AS NEEDED.
2. EXPLAIN UTILITY BILLS IN COMPLIANCE WITH THE WATER AND SEWER RATE ORDINANCE.
3. EXPLAIN BILLING PRACTICES AND RATES. DOCUMENT AND FACILITATE PROCESSING OF SERVICE TURN-ONS, CANCELLATIONS, TURN OFFS, MEDICAL CERTIFICATES, METER REDUCTIONS, METER RESETS, FIELD ACTIVITIES, FIELD TESTS, TAG AND TEST AND METER REMOVAL FORMS. RESEARCH BILLINGS DISPUTES AND SUBMIT RECOMMENDATION AND SUPPORTING DOCUMENTS ON ACCOUNTS AS NEEDED.
4. MAINTAIN AND COMPUTE FINANCIAL ADJUSTMENTS THAT AFFECT THE GENERAL LEDGER FOR ALL WATER AUTHORITY BILLING SERVICE ACCOUNTS INCLUDING RETURNED ITEMS.
5. APPROVE PAYMENT PLANS FOR CUSTOMERS WITH DELINQUENT ACCOUNTS. PREPARE AND FINALIZE PAYMENT ARRANGEMENT CONTRACTS. RESEARCH PUBLIC RECORDS TO VERIFY LEGAL PROPERTY OWNERSHIP.
6. PROVIDE TECHNICAL SUPPORT AND STEP-BY-STEP GUIDANCE TO CUSTOMERS IN USING REMITTANCE PAYMENT ONLINE (RPO) AND INTEGRATED VOICE RESPONSE (IVR) PAYMENT SYSTEMS.
7. COORDINATE TERMINATION OF SERVICE WITH FIELD CREWS AND RADIO DISPATCHERS. PROCESS METER RE-SETS, REMOVALS, RE-CONNECTS AND REDUCTION. GENERATE WORK ORDERS. PROCESS TITLE COMPANY PAYMENTS AND ELECTRONIC REQUESTS FOR ACCOUNT INFORMATION.
8. MAINTAIN LARGE AND COMPLEX RECORDS AND FILING SYSTEMS, RETRIEVE RECORDS AND FILES AS NEEDED.
9. ACCEPT AND PROCESS VARIOUS PAYMENT TYPES E.G. (CASH, CHECK, CREDIT CARD) FROM INTERNAL AND EXTERNAL CUSTOMERS IN A PROFESSIONAL AND TIMELY MANNER; ENTER DATA INTO THE ABCWUA BILLING SYSTEM ACCORDING TO ESTABLISHED PROCEDURE.
10. COUNTS MONEY, GIVES CHANGE AND ISSUES RECEIPT FOR FUNDS RECEIVED.

11. BALANCE, COUNT IN AND OUT CASH DRAWER, PERFORM DROPS, AND RECEIPTS; PERFORM ALL RELATED RECONCILIATION PROCESSES.

12. PREPARE DAILY DEPOSIT OF CASH RECEIPTS AND COORDINATE PICKUP WITH ARMORED COURIER.

13. RECEIVE, EVALUATE AND PROCESS TAX EXEMPT STATUS FOR WATER AUTHORITY BILLING SERVICE ACCOUNTS.

14. INITIATE AND MAINTAIN SPECIAL BILLING CONTRACTS INCLUDING MONTHLY AND ANNUAL RENEWALS.

15. CREATE AND REVIEW REPORTS REGARDING CUSTOMER ACCOUNT STATUS, METER TURN-OFFS, REFUNDS DISTRIBUTED AND OTHER INFORMATION.

16. PARTICIPATE IN CROSS TRAINING AND REFRESHER TRAINING. ASSIST IN TRAINING OF NEW EMPLOYEES, TEMPORARY EMPLOYEES AND INTERNS.

17. PERFORMS DUTIES OF BILLING SPECIALIST AND CUSTOMER CARE FUNCTIONS, INCLUDING ACTING AS BACKUP FOR PHONES.

### **SUPPLEMENTAL FUNCTIONS**

1. PERFORM A VARIETY OF GENERAL CLERICAL DUTIES INCLUDING ROUTINE TYPING AND FILING.

2. PERFORM RELATED DUTIES AND RESPONSIBILITIES AS REQUIRED.

### **PREFERRED KNOWLEDGE**

PRINCIPLES AND PRACTICES OF AND TECHNIQUES OF EFFECTIVE CUSTOMER SERVICE  
MODERN OFFICE PROCEDURES, METHODS, RECORDKEEPING AND EQUIPMENT INCLUDING  
DESK TOP COMPUTERS

PRACTICES AND METHODS USED IN UTILITY ACCOUNTING AND BILLING

BASIC MATHEMATICAL PRINCIPLES

PRINCIPLES OF BUSINESS LETTER WRITING AND BASIC REPORT PREPARATION

PERTINENT FEDERAL, STATE AND LOCAL CODES, LAWS AND REGULATIONS

WATER ORDINANCE RULES AND METER SERVICE OPERATIONS

### **PREFERRED SKILL/ABILITY**

PROVIDE A WIDE VARIETY OF ASSISTANCE AND INFORMATION TO CUSTOMERS

RESPOND TO REQUESTS AND INQUIRIES FROM THE PUBLIC

PERFORM A VARIETY OF MATHEMATICAL CALCULATIONS

MAINTAIN AND UPDATE A VARIETY OF RECORDS AND LOGS

PREPARE CLEAR AND CONCISE REPORTS

COMMUNICATE CLEARLY AND CONCISELY, BOTH ORALLY AND IN WRITING

ESTABLISH AND MAINTAIN EFFECTIVE WORKING RELATIONSHIPS WITH THOSE

CONTACTED IN THE COURSE OF WORK

### **WORKING CONDITIONS**

OFFICE ENVIRONMENT; EXPOSURE TO COMPUTER SCREENS; TRAVEL FROM SITE TO SITE

**PHYSICAL REQUIREMENTS**

MAINTAIN PHYSICAL CONDITION APPROPRIATE TO THE PERFORMANCE OF ASSIGNED DUTIES AND RESPONSIBILITIES SUCH AS: SITTING FOR PROLONGED PERIODS; AND EXTENSIVE USE OF COMPUTER KEYBOARD; OPERATING MOTORIZED VEHICLES  
MAINTAIN EFFECTIVE AUDIO-VISUAL DISCRIMINATION AND PERCEPTION TO THE DEGREE NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF ASSIGNED DUTIES