

Water Authority Position Description

CUSTOMER CARE REP - CAREER OPP

Status	Position Code	Level	Date
APPROVED	CCRC	A05	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 REPRESENTATIVES PROVIDE PROFESSIONAL AND COURTEOUS CUSTOMER ASSISTANCE TO THE PUBLIC RELATED TO WATER AND SEWER SERVICES, FEES AND BILLING.

MIN EDUCATION & EXPERIENCE REQ

HIGH SCHOOL DIPLOMA OR GED, PLUS TWO (2) YEARS OF CALL CENTER, RECORDS AND BILLING EXPERIENCE OR RELATED CUSTOMER SERVICE EXPERIENCE.

ADDITIONAL REQUIREMENTS

POSSESSION OF, OR ABILITY TO OBTAIN AND MAINTAIN A VALID AUTHORITY OPERATOR PERMIT (AOP) WITHIN SIX (6) MONTHS
POSSESSION OF WATER AUTHORITY CUSTOMER CARE REPRESENTATIVE OR CUSTOMER CARE BILLING CERTIFICATE
SOME POSITIONS MAY REQUIRE CRIMINAL BACKGROUND
CHECK POSSESSION OF A VALID NEW MEXICO DRIVER'S LICENSE
PASS THE NEW MEXICO DEPARTMENT OF WORKFOCE SOLUTIONS TYPING TEST AT 25 WORDS PER MINUTE

SUPERVISION RECEIVED/EXERCISED

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

ESSENTIAL FUNCTIONS

THE ESSENTIAL FUNCTIONS OF THE CUSTOMER CARE ASSISTANT, CUSTOMER CARE REPRESENTATIVE AND CUSTOMER CARE BILLING SPECIALIST ARE THE SAME. THE LEVEL OF COMPLEXITY AND DIFFICULTY OF TASKS PERFORMED INCREASES WITH TIME IN THE POSITION AND TRAINING. ASSIGNMENTS MAY DIFFER.

1. RECEIVE AND RESPOND TO CUSTOMER REQUESTS AND COMPLAINTS IN PERSON, OVER THE PHONE OR THROUGH ELECTRONIC OR REGULAR MAIL. OBTAIN REQUIRED ACCOUNT INFORMATION DATA. ENTER DATA IN THE UTILITY'S CUSTOMER CARE BILLING (CC&B) AND OTHER SYSTEMS AS NEEDED.
2. PROVIDE CUSTOMER FRIENDLY TECHNICAL SUPPORT AND STEP-BY-STEP GUIDANCE TO CUSTOMERS IN USING REMITTANCE PAYMENT ONLINE (RPO) AND INTEGRATED VOICE RESPONSE (IVR) PAYMENT SYSTEMS.
3. PROFESSIONALLY AND COURTEOUSLY EXPLAIN UTILITY BILLS AND FEES FOR CONNECTION OF UTILITIES IN COMPLIANCE WITH THE WATER AND SEWER RATE ORDINANCE. EXPLAIN BILLING PRACTICES AND RATES, INCLUDING WATER AND SEWER INSTALLATION FEES.
4. PROFESSIONALLY RECEIVE AND ADDRESS BILLING ISSUES. RESEARCH AND SUBMIT RECOMMENDATIONS AND SUPPORTING DOCUMENTS ON ACCOUNTS AS NEEDED.
5. INITIATE WATER SERVICES AND GENERATE WORK ORDERS AND FIELD ACTIVITIES TO INCLUDE: TERMINATION OF SERVICES, SERVICE TURN-ONS, MEDICAL CERTIFICATES, METER REDUCTIONS, METER RESETS, FIELD ACTIVITIES, FIELD TESTS, TAG AND TEST AND METER REMOVAL FORMS.
6. REVIEW REPORTS REGARDING CUSTOMER ACCOUNT STATUS, METER TURN-OFFS, REFUNDS DISTRIBUTED AND OTHER INFORMATION FOR COMPLETENESS AND ACCURACY.
7. ARRANGE PAYMENT PLANS FOR CUSTOMERS WITH DELINQUENT ACCOUNTS. PREPARE AND FINALIZE PAYMENT ARRANGEMENT CONTRACTS.
8. 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.
9. COUNTS MONEY, GIVES CHANGE AND ISSUES RECEIPT FOR FUNDS RECEIVED.
10. BALANCE, COUNT IN AND OUT CASH DRAWER, PERFORM DROPS, AND RECEIPTS; PERFORM ALL RELATED RECONCILIATION PROCESSES.
11. PROCESS TITLE COMPANY PAYMENTS AND ELECTRONIC REQUESTS FOR ACCOUNT INFORMATION.

12. RESEARCH PUBLIC RECORDS TO VERIFY LEGAL PROPERTY OWNERSHIP AND VERIFY LEGAL DESCRIPTIONS TO ISSUE WATER AND/OR SEWER APPLICATIONS.

13. PROFESSIONALLY PROVIDE CUSTOMERS WITH INFORMATION ON REBATE ELIGIBILITY, WATER CONSERVATION STRATEGIES AND WATER RESOURCE PROGRAMS. PROCESS AND RECONCILE REBATES.

14. MAINTAIN A VARIETY OF COMPUTERIZED AND MANUAL FILING SYSTEMS, RETRIEVE RECORDS AND FILES AS NEEDED.

15. VERIFY THE AVAILABILITY OF WATER AND SEWER CONNECTIONS THROUGH ASSIGNED PROJECT CODE NUMBERS ON DEVELOPMENTS OR SUBDIVISIONS TO INCLUDE CONTRACTOR FUNDED WATER AUTHORITY PROJECTS.

16. CONDUCT RESEARCH ON RETURNED MAIL, ENTERS INFORMATION SUCH AS NAME OR ADDRESSES CHANGES IN CUSTOMER CARE BILLING (CC&B) SYSTEM. 17. CREATE AND REVIEW REPORTS REGARDING CUSTOMER ACCOUNT STATUS, METER TURN-OFFS, REFUNDS DISTRIBUTED AND OTHER INFORMATION.

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

SUPPLEMENTAL FUNCTIONS

1. LEARN AND EDUCATE CUSTOMERS ABOUT VARIOUS WATER AUTHORITY WATER CONSERVATION INITIATES AND PROVIDE WATER RESOURCES EDUCATION MATERIALS.

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

3. PERFORM RELATED DUTIES AND RESPONSIBILITIES AS REQUIRED.

4. ASSIST IN ANY OF THE DUTIES OF ALL AREAS OF THE CUSTOMER CARE REPRESENTATIVE.

PREFERRED KNOWLEDGE

PRINCIPLES, PRACTICES AND TECHNIQUES OF EFFECTIVE AND PROFESSIONAL CUSTOMER SERVICE

MODERN OFFICE PROCEDURES, METHODS, RECORDKEEPING AND EQUIPMENT INCLUDING DESK TOP COMPUTERS

BASIC MATHEMATICAL PRINCIPLES AND PRINCIPLES OF CLERICAL ACCOUNTING

PRINCIPLES OF BUSINESS LETTER WRITING AND BASIC REPORT PREPARATION

ENGLISH USAGE, SPELLING, GRAMMAR AND PUNCTUATION

MODERN OFFICE PROCEDURES, METHODS AND EQUIPMENT

PERTINENT FEDERAL, STATE AND LOCAL CODES, LAWS AND REGULATIONS

AUTHORITY REQUIREMENTS FOR COMPLETENESS OF PLANS AND SPECIFICATIONS

WATER ORDINANCE RULES AND AUTOMATED AND MANUAL METER READING METHOD.

PREFERRED SKILL/ABILITY

PROVIDE A WIDE VARIETY OF ASSISTANCE AND INFORMATION TO CUSTOMERS
RESPOND TO REQUESTS AND INQUIRIES FROM THE PUBLIC TACTFULLY AND
COURTEOUSLY
READ AND INTERPRET ZONING, LOCATION AND AERIAL MAPS
REVIEW VARIOUS CONSTRUCTION BLUEPRINTS TO ENSURE COMPLIANCE WITH WATER
AUTHORITY REQUIREMENTS
PERFORM A VARIETY OF MATHEMATICAL CALCULATIONS
LEARN TO POST AMOUNTS TO VARIOUS LEDGERS AND PREPARE JOURNAL ENTRIES
MAINTAIN AND UPDATE A VARIETY OF RECORDS AND LOGS
ENSURE COMPLETENESS AND ACCURACY OF DOCUMENTS PRIOR TO SALE OF UTILITY
SERVICES
READ AND INTERPRET REPORTS GENERATED FROM COMPUTERIZED RECORD-KEEPING
SYSTEMS
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

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
MAINTAIN EFFECTIVE AUDIO-VISUAL DISCRIMINATION AND PERCEPTION TO THE
DEGREE NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF ASSIGNED DUTIES