

Water Authority Position Description

CUSTOMER CARE REP

Status	Position Code	Level	Date
APPROVED	CCRE	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

REPRESENTS THE WATER AUTHORITY IN PROVIDING CUSTOMER ASSISTANCE AND INFORMATION TO CUSTOMERS, REGARDING PAYMENTS, REFUNDS AND REBATES.

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. MUST PASS WATER AUTHORITY TYPING TEST.

ADDITIONAL REQUIREMENTS

POSSESSION OF, OR ABILITY TO OBTAIN AND MAINTAIN A VALID AUTHORITY OPERATOR PERMIT (AOP) WITHIN SIX (6) MONTHS.
BILINGUAL SKILLS ARE DESIRABLE
SOME POSITIONS MAY REQUIRE CRIMINAL BACKGROUND CHECK
POSSESSION OF A VALID NEW MEXICO DRIVER'S LICENSE.

SUPERVISION RECEIVED/EXERCISED

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

ESSENTIAL FUNCTIONS

1. RESPOND TO AND RESOLVE CUSTOMER TRANSACTIONS, REQUESTS AND COMPLAINTS TO INITIATE, CLARIFY OR TERMINATE SERVICE ACCOUNTS OR PROCESS AND VERIFY REBATES. OBTAIN REQUIRED ACCOUNT INFORMATION DATA. ENTER THE DATA IN THE UTILITY'S CUSTOMER CARE BILLING (CC&B) AND OTHER SYSTEMS AS NEEDED.

WHEN ASSIGNED TO CUSTOMER SERVICES DIVISION:

2. EXPLAIN UTILITY BILLS BY USING THE WATER AND SEWER RATE ORDINANCE AS A GUIDE. EXPLAIN BILLING PRACTICES, UTILITY EXPANSION CHARGES (UECS) 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 BILLING DISPUTES AND SUBMIT PAPERWORK ON ACCOUNTS AS NEEDED.

3. ARRANGE PAYMENT PLANS FOR CUSTOMERS WITH DELINQUENT ACCOUNTS. PREPARE AND FINALIZE PAYMENT ARRANGEMENT CONTRACTS. RESEARCH PUBLIC RECORDS TO VERIFY LEGAL PROPERTY OWNERSHIP.

4. PROVIDE TECHNICAL SUPPORT AND STEP-BY-STEP GUIDANCE TO CUSTOMERS IN USING REMITTANCE PAYMENT ONLINE (RPO) AND INTEGRATED VOICE RESPONSE (IVR) PAYMENT SYSTEMS.

5. COORDINATE TERMINATION OF SERVICE WITH FIELD CREWS AND RADIO DISPATCHERS. PROCESS METER RE-SETS, REMOVALS, RE-CONNECTS AND REDUCTIONS. GENERATE WORK ORDERS. PROCESS TITLE COMPANY PAYMENTS AND ELECTRONIC REQUESTS FOR ACCOUNT INFORMATION.

6. MAINTAIN LARGE AND COMPLEX RECORDS AND FILING SYSTEMS, RETRIEVE RECORDS AND FILES AS NEEDED.

7. HANDLE AND RESOLVE COMPLEX BILLING AND PAYMENT ISSUES.

8. CONDUCT RESEARCH ON RETURNED MAIL, ENTERS INFORMATION SUCH AS NAME OR ADDRESSES CHANGES IN CUSTOMER CARE BILLING (CC&B) SYSTEM.

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

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

11. 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.

12. COUNTS MONEY, GIVES CHANGE AND ISSUES RECEIPT FOR FUNDS RECEIVED.

13. BALANCE, COUNT IN AND OUT CASH DRAWER, PERFORM DROPS,

WHEN ASSIGNED TO WATER CONSERVATION:

2. PROVIDE CUSTOMERS WITH INFORMATION ON ELIGIBILITY, WATER CONSERVATION STRATEGIES AND WATER RESOURCE PROGRAMS.

3. RESPONSIBLE FOR APPLYING MORE THAN 1 MILLION DOLLARS WORTH OF REBATES TO OUR CUSTOMERS' ACCOUNTS.

4. INSPECT AND EVALUATE RESIDENTIAL/COMMERCIAL CUSTOMERS LOW FLOW/HIGH EFFICIENCY TOILETS, HIGH EFFICIENCY WASHING MACHINES AND HOT WATER RECIRCULATION SYSTEMS FOR AND COMPLIANCE WITH THE REBATE INCENTIVE PROGRAM.

5. MAINTAIN INFORMAL NETWORK WITH COMPANIES WHO SELL REBATE INCENTIVE PROGRAM PRODUCTS AND PLUMBERS OR GENERAL CONTRACTORS TO INFORM, EDUCATE, AND COLLABORATE ON VARIOUS PROJECTS.

6. MAINTAIN A VARIETY OF COMPUTERIZED AND MANUAL FILES TO TRACK CUSTOMER PARTICIPATION AND REBATE STATUS.

7. ASSIST IN TEACHING WATER CONSERVATION CLASSES.

8. PROCESS REQUESTS FOR WATER RESOURCES EDUCATION MATERIAL FROM ALBUQUERQUE PUBLIC SCHOOLS (APS) AND OTHER EDUCATION FACILITIES.

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

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 AND FIELD 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