

Position: **Customer Service Representative 1**
Category: Part Time - Nonexempt
Division: Customer Service/Administration
Reports To: Accountant Office Supervisor
Schedule: Monday-Friday, 10 AM-4:30 PM.
Pay Range: \$35,360 to \$44,803 per year (\$17.00 - \$21.54 Hourly)

JOB SUMMARY:

Under direct supervision, performs a variety of routine office, clerical, cashiering, and secretarial support functions for the Customer Service & Operations Division. Reports to the Accountant/Office Supervisor

SUPERVISION:

This position has no supervisory responsibility.

DUTIES AND RESPONSIBILITIES:

1. Staff department customer counter; accept customer payments for various district fees and the ability to make change, issue receipts; reconcile cash and checks on a daily basis, and provide various duties regarding customer.
2. Perform document processing, data entry, record keeping, and report compilation using a computer and software specific to water department, maintain forms, records, reports, correspondence files, and related information in a systematic manner; operate standard office equipment.
3. Answer telephone calls and provide information regarding District services and/or direct calls to the appropriate staff member; assist with community safety and education projects; assist members of the public by providing information, completion of forms, or retrieval of data from files; direct visitors to appropriate staff or requested service area. Take phone payments and record in payment software.
4. Create Service Orders and follow up on record keeping and compliance.
5. Collection of delinquent accounts, issue door tags & shut off work orders.
6. Pick up District mail from post office and distribute to appropriate departments.
7. Process office bills and give to the Accountant for payment.
8. Perform other related duties as assigned.

EDUCATION AND EXPERIENCE REQUIRED:

High school diploma or GED equivalency supplemented by one college-level course in office practices, word processing, or closely related field; and one (1) year of full-time office/clerical experience involving contact with the public; or any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

Certificates, Licenses, Registrations:

Must possess a valid State of Arizona Driver's License

Skills and Abilities:

1. Knowledge of general office practices and procedures.
2. Knowledge of basic mathematics, and basic accounting/record-keeping principles.
3. Knowledge of formats for correspondence, reports, and record files
4. Ability to follow oral and written instructions, policies, and procedures.
5. Skill in establishing and maintaining effective working relationships with other staff and members of the public;
6. Ability to operate standard office equipment; 10-key adding machine, letter opener etc.

Software Skills:

1. Word Processing (MS Word)
2. Spreadsheets (Excel)
3. E-Mail (Outlook Express)
4. Payment Processing Software (Pelorus Fund Accounting Software/Xpress Bill Pay)
5. Internet (moderately proficient in using search engines)

Equal Opportunity Employer

All qualified applicants will receive consideration for employment without regard to age, race, color, religion, sex, disability, veteran status, national origin, genetic information, or sexual orientation. Reasonable accommodations for persons with a known disabling condition will be considered in accordance with State and Federal Law.