



WEST DES MOINES WATER WORKS POSITION DESCRIPTION

Position Title: Customer Service Representative	Department: Accounting and Customer Service
Supervisor: Business Relations Manager	Bargaining Unit: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Category: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt	Supervises: none

Summary Description:

Under general supervision, performs a variety of customer service tasks. This position spends the majority of their time handling routine questions and requests, including taking utility payments and requests to start/stop/transfer service. Resolves customer questions and issues by proficiently communicating utility information related to billing, water quality, and general utility information. Interacts with internal and external customers in a positive manner and upholds the utility's reputation.

Duties and Responsibilities:

- Answers a variety of customer inquiries, responds to customer complaints and arranges for customer service work as required
- Generates and distributes work order forms to water meter technicians
- Ensures customer field work has been accomplished as required; updates customer records with results of field work; files copies of work order forms
- Maintains and analyzes water meter reading data for billing and customer leak alerts
- Builds new customer accounts
- Prepares and emails municipal services invoices
- Processes customer payments made in the office, via lock box and FLEX-PAY; processes payments rejected by lock box bank, computes and makes bank deposits
- Grants payment arrangements to customers within policy guidelines
- Generates payment reminder notices
- Processes miscellaneous charges and credit memoranda; recomputes municipal service bills as needed
- Processes FLEX-PAY authorization forms and changes
- Files forms used in customer service operations
- Maintains an effective working relationship with coworkers, supervisor, and utility customers
- Performs duties of Administrative Assistant in absence of Administrative Assistant
- Performs other duties as assigned

Education/Experience

- High School Graduate or equivalent
- Two years in an office environment involving public contact and use of computer and web-based programs
- Types at least 30 words per minute

- Excellent communication skills; verbal and written
- Bilingual (Spanish) skills preferred but not required
- Basic knowledge about home plumbing preferred.

Skills:

- Proficiency with PC's and computer software and applications, including Microsoft Outlook, Word and Excel
- Accurate mathematical skills
- Accurate typing skills
- General knowledge of office equipment, including photo copier, multi-line telephone and calculator, shredder, binding equipment, letter opener, and postage machine
- Effective oral and written communication skills
- Ability to work efficiently with little direct supervision, take initiative
- Sound judgment, problem solving, and decision making abilities

Working Conditions:

- Long periods of sitting, primarily sedentary position in office type setting
- Intermittent periods of standing and walking
- Ability to lift, carry, push, pull up to 10 pounds
- Constant talking, hearing, near and far sight acuity, field of vision, concentration, handling dexterity, and judgment
- Frequent handling and writing ability
- Occasional balancing, kneeling, crouching, and reaching

West Des Moines Water Works complies with federal and state disability laws and makes reasonable accommodation for applicants and employees with disabilities. If reasonable accommodation is needed to participate in the job application or interview process, to perform essential job functions, and/or to receive other benefits and privileges of employment, please contact Christina Murphy, General Manager at 515-273-0730 or christina.murphy@wdmww.com.

Note:

This position description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions and perform any other related duties as may be required. The Water Works may revise this position description at any time. The position description is not to be considered as a contract of employment, as this position is and remains at-will.