

TITLE: Senior Customer Service Representative

WSCS/2-205

DEPARTMENT: Water System-Customer Service, Fayette County

JOB SUMMARY: This position is responsible for participating in customer service operations.

**MAJOR DUTIES:**

- o Prepares cut-off list of accounts to be shut off; manages more difficult or unusual customer delinquency account functions; performs specialized tasks associated with the collections of delinquent accounts; calls business customers to inquire on payment status of overdue bills; negotiates payment plans and dates to resolve delinquent account situations; prepare cut-off letters; maintains call-back schedule; maintains spreadsheets for listing of delinquent accounts; mails delinquent final bills; processes returned delinquent final bills and delinquent letters; processes requests for adjustments.
- o Performs the duties of the Customer Service Supervisor in his or her absence.
- o Processes returned checks; reverses returned payments; debits administrative fees; keys in text notes; adds special conditions to the account; telephones or corresponds with customers with returned checks; sends Marshal's letters as appropriate.
- o Coordinates large meter account maintenance; maintains monthly spreadsheets; verifies and coordinates appointments to test and repair large water meters; contacts vendors for repairs and replacements as needed; examines all fireline water bills for errors; maintains list of top ten water and sewer users.
- o Maintains a monthly spreadsheet for all delinquent finals; reviews delinquent accounts; prepares write-off lists.
- o Evaluates customer credit list for refunds.
- o Performs other related duties as assigned.

**KNOWLEDGE REQUIRED BY THE POSITION:**

- o Knowledge of accounting and billing operations.
- o Knowledge of Water System operations, policies, and procedures.
- o Knowledge of county policies and procedures.
- o Knowledge of modern office practices and procedures.
- o Knowledge of computers and job related software programs.

- o Skill in oral and written communication.
- o Skill in planning and meeting deadlines.

**SUPERVISORY CONTROLS:** The Customer Service Supervisor assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

**GUIDELINES:** Guidelines include county and department standard operating procedures. These guidelines are generally clear and specific, but may require some interpretation in application.

**COMPLEXITY:** The work consists of related customer service duties. The variety of customers and situations to be addressed contributes to the complexity of the position.

**SCOPE AND EFFECT:** The purpose of this position is to participate in the Water System's customer service operations. Success in this position contributes to the efficiency of Water System operations.

**PERSONAL CONTACTS:** Contacts are typically with co-workers, vendors, customers, and members of the general public.

**PURPOSE OF CONTACTS:** Contacts are typically to give or exchange information; resolve problems; provide services; and motivate and influence persons.

**PHYSICAL DEMANDS:** The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, or stooping. The employee frequently lifts light and occasionally heavy objects.

**WORK ENVIRONMENT:** The work is typically performed in an office.

**SUPERVISORY AND MANAGEMENT RESPONSIBILITY:** This position has direct supervision over Field Service Representative (2), and Customer Service Representative (5) in the absence of the supervisor.

**SPECIAL CERTIFICATIONS AND LICENSES:** Possession of a valid State of Georgia driver's license (Class C) and a satisfactory Motor Vehicle Record (MVR) in compliance with County Safety and Loss Control Guidelines. Completion of the State of Georgia Department of Transportation Defensive Driving Course and/or Emergency Vehicle Operation Certification within twelve (12) months of employment.

**ADA COMPLIANCE:** Fayette County is an Equal Opportunity Employer. ADA requires the

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County to provide reasonable accommodations to qualified individuals with disabilities.

Prospective and current employees are invited to discuss accommodations.

**HIPAA COMPLIANCE:** The Health Insurance Portability and Accountability Act of 1996, as amended, requires employees to protect the security of Protected Health Information (PHI) however it is obtained, handled, learned, heard or viewed in the course of their work.

**DRUG AND ALCOHOL COMPLIANCE:** In accordance of Fayette County's Substance Abuse Policy of 1996, as amended, all job applicants offered employment will undergo testing for the presence of illegal drugs and alcohol as a condition of employment. In the course of employment, employees are subject to random, reasonable suspicion, post accident and routine fitness for duty testing for illegal drugs and alcohol abuse. Employees are prohibited to work under the influence, to possess, to distribute or to sell illegal drugs in the work place or abuse alcohol on the job. Confirmed positive is reason for denial of employment and/or termination.

#### MINIMUM QUALIFICATIONS

- o Ability to read, write and perform mathematical calculations at a level commonly associated with the completion of high school or equivalent.
- o Experience sufficient to thoroughly understand the work of subordinate positions to be able to answer questions and resolve problems, usually associated with one to three years experience or service.