



Customer Support Specialist Water System-Customer Service

WSCS/6-252

JOB SUMMARY

This position is responsible for supervising and participating in customer support operations.

MAJOR DUTIES

1. Performs specialized collection functions associated with difficult or unusual delinquent account situations; develops payment plans with customers to resolve delinquent account situations.
2. Generates notices with delinquent account status and reviews delinquent accounts for potential water interruption; generates and mails delinquent final bills.
3. Performs analysis of accounts with final bill delinquent balances to determine if other customer accounts exist for transfers of delinquent account balances.
4. Assist Customer Support Manager in managing and guiding staff in the day-to-day operations of the utility's customer service support, cash payment collections, utility billing, printing water bills, processing and posting payments from bulk and drop box mail.
5. Prepares cut-off list of accounts for water service interruption due to non-payment; contacts customers of business accounts to inquire on payment status of overdue bills for collection.
6. Monitors records of new meter purchases, meter installation requests, and unmetered water permits for accurate reporting records.
7. Reviews account leak adjustments prepared by staff for accuracy. Ensures customer is part of Leak Protection Program and proper procedures and backup documentation is provided.
8. Ensures utility billing processes are on schedule; assists with utility reading software troubleshooting, reviews meter readings, and completes final bill process.
9. Coordinates work with field technicians regarding service request, disconnection of service, water main breaks, line repairs, customer complaints, hydrant flushing and meter installations.
10. Prepares, tracks, and collects data monthly for various internal audits.
11. Provide guidance to Customer Support staff regarding escalated customer complaints, inquiries, utility billing or other customer account related situations.
12. Perform other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION

1. Knowledge of accounting, utility billing operations, customer support, and specialized mailroom operations and equipment.
2. Knowledge of Water System operations, policies, and procedures.
3. Knowledge of county policies and procedures.
4. Knowledge of modern office practices and procedures.
5. Knowledge of computers and job-related software programs.
6. Skills in interpreting complex information and the ability to convey it to others in an accurate, complete, and understandable manner.
7. Skills in multi-tasking, planning, prioritizing, and meeting deadlines.
8. Skill in training, decision making and supervision of personnel.
9. Skill in oral and written communication.
7. Skill in planning and meeting deadlines.

SUPERVISORY CONTROLS

The Customer Support Manager assigns work in terms of general instructions. The manager 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, AWWA Customer Service Standard guidelines, and USPS Postal Addressing Standards. These guidelines are generally clear and specific but may require some interpretation in application.

COMPLEXITY/SCOPE OF WORK

- The work consists of supervising and related customer support duties. The variety of customers and situations to be addressed contributes to the complexity of the position.
- The purpose of this position is to supervise and participate in the Water System's customer service support operations. Success in this position contributes to the efficiency of Water System operations.

CONTACTS

- Contacts are typically with co-workers, vendors, customers, and members of the general public.
- Contacts are typically to give or exchange information; resolve problems; provide services; and motivate and influence persons.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- 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.
- The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

This position has direct supervision over Customer Service Representatives (3), Lead Customer Service Representative, Account Services Technician (2), Customer Account Technicians (2) and an Account Services Analyst.

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 County to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

HIPAA COMPLIANCE

- 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

- **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 workplace or abuse alcohol on the job. Confirmed positive is reason for denial of employment and/or termination.

MINIMUM QUALIFICATIONS

- Knowledge and level of competency commonly associated with completion of specialized training in the field of work, in addition to basic skills typically associated with a high school education.
- 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.
- Possession of or ability to readily obtain a valid driver's licenses issued by the State of Georgia for the type of vehicle or equipment operated.