



## Lead Customer Service Representative Water System-Customer Service

WCS/5-194

### JOB SUMMARY

This position is responsible for maintaining cash drawer change, assisting with final bills and participating in customer service operations.

### MAJOR DUTIES

1. Performs specialized tasks associated with final bills and delinquent final bills.
2. Maintains cash drawer change for customer staff.
3. Maintains and tracks accurate record of after-hours list. Receives and distributes after hours call list with appropriate staff regarding service requests.
4. Answers incoming telephone calls, email, and faxes regarding customer inquiries and complaints.
5. Operates and balances cash drawer.
6. Assists customers with questions and payment options.
7. Takes orders for new service and terminations; organizes new service agreements and mails to customers.
8. Assists field technicians in locating addresses and transponder numbers for water meters.
9. Documents work orders for customers who need assistance.
10. Adjusts customer bills as appropriate.
11. Mails and receives name and address change forms.
12. Attends safety meetings and other mandated classes.
13. Posts daily meter readings and compiles final bill process for terminated customer accounts.
14. Maintains records of new meter purchases, installation sheets and new meter accounts.
15. Issues unmetered water permits, maintain records of unmetered water usage & outstanding permits.
16. Coordinates work with field staff regarding service request, disconnection of service, customer complaints, hydrant flushing and meter installations.
17. Maintains annual list of top ten water and sewer users.
18. Receives general Water System office deliveries and distributes items to various groups within the Water System.
19. Performs other related duties as assigned.

### KNOWLEDGE REQUIRED BY THE POSITION

1. Knowledge of accounting and billing operations.
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. Skill in oral and written communication.
7. Skill in planning and meeting deadlines.

### SUPERVISORY CONTROLS

The Customer Service Supervisor and Senior Customer Service Representative 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/SCOPE OF WORK**

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

### **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**

None.

### **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**

- 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**

- Ability to read, write and perform mathematical calculations at a level commonly associated with the completion of high school or equivalent.
- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.
- 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.