

Pine Strawberry Water Improvement District  
PO Box 134, Pine AZ 85544 (Mailing address)  
6306 W Hardscrabble Mesa Rd, Pine AZ 85544 (Office location)  
(928) 476-4222

**CUSTOMER SERVICE REP 1**

**Position:** Customer Service Representative 1  
**Category:** Full Time - Nonexempt  
**Division:** Customer Service/Administration  
**Reports To:** Accountant  
**Schedule:** Monday-Friday, 8 AM-4:30PM.  
  
**Pay Range:** \$21,840 to \$33,280 per year  
Dependent on Experience & Qualifications

**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.

**SUPERVISION:**

This position has no supervisory responsibility.

**DUTIES AND RESPONSIBILITIES:**

Essential functions, as defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills and other characteristics. This is not intended to be a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.

- Employees will support the District's policies and role model these behaviors by:
  - a. Cultivating a positive work environment.
  - b. Providing quality customer service and maintaining productive working relationships.
  - c. Prioritizing and setting manageable goals.
  - d. Being efficient with time at work.
  - e. Communicating effectively with management, staff, customers, and visitors.
  - f. Being flexible and taking criticism constructively.
- Employees will support compliance-related items by:
  - a. Following internal procedures and external regulations.
  - b. Bringing compliance issues to the attention of management.
  - c. Working collaboratively in all facets of position to meet position requirements and support District goals.

- d. Conform with all safety rules and use all appropriate safety equipment.

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

- Staff department customer counter; accepts customer payments for various district fees and the ability to make change, issues receipts; reconciles cash and checks on a daily basis, and provides customer service for citizens.
- Perform document processing, data entry, record keeping, and report compilation using a computer and software specific to water department, maintains forms, records, reports, correspondence files, and related information in a systematic manner; operates standard office equipment.
- Answer telephone calls and provide information regarding District services and/or direct calls to the appropriate staff member; assists with community safety and education projects; assists members of the public by providing information, completion of forms, or retrieval of data from files; directs visitors to appropriate staff or requested service area. Takes phone payments and records in payment software.
- Create Service Orders and follow up on record keeping and compliance.
- Track aging accounts payable and follow up on past due accounts. Issue door hangers.
- Pick up District mail from post office and distribute to appropriate departments. Process office bills and give to Accountant for payment.
- 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:**

- ☐ Knowledge of general office practices and procedures;
- ☐ Knowledge of basic mathematics, basic accounting/record keeping principles;
- ☐ Knowledge of formats for correspondence, reports, and records files;
- ☐ Skill in following oral and written instructions, policies and procedures.
- ☐ Skill in establishing and maintaining effective working relationships with other staff and members of the public;

- ☐ Skill in operating standard office equipment, including computer terminals, word processors, and typewriters;
- ☐ Skill in typing 40 wpm.

**Computer Skills:**

- ☐ Word Processing (MS Word)
- ☐ Spreadsheets (Excel)
- ☐ E-Mail (Outlook Express)
- ☐ 10 Key Calculator
- ☐ Payment Processing Software (El Dorado/Invoice Cloud)
- ☐ Maintenance Software (Maintenance Connection)
- ☐ Internet (moderately proficient in using search engines)

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk and hear. The employee is regularly required to stand, walk, sit, use hand to finger, handle or feel objects, tools, or controls; and reach with hands and arms. Employee may be required to carry, push/pull objects and materials up to 25 pounds. Specific vision abilities required by this job include close vision, ability to adjust focus, and manual dexterity in combination with eye/hand coordination.

Examples include but are not limited to:

Standard office equipment such as personal computer, telephone, copy machine, 10-key calculator, fax machine that require continuous and repetitive arm or hand and eye movement.

Employee must have sufficient clarity of speech and hearing to permit discern verbal instructions, use of telephone, and communications with others.

Position requirements are primarily carried out in an office environment or meeting forum. Noise level is usually moderate.

The above statements are intended to describe the general nature and level of work performed by people assigned to this job. They are not intended to be an exhaustive list of responsibilities, duties and skills required of personnel so classified. Other functions may be assigned and management retains the right to add or change the duties at any time

**Equal Opportunity Employer**

All qualified applicants will receive consideration for employment without regards to age, race, color, religion, sex, disability, veteran's 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.