



PINE-STRAWBERRY WATER IMPROVEMENT DISTRICT

Position: Customer Service Rep 1
Category: Full Time Nonexempt
Division: Customer Service/Administration
Reports To: Accountant/Office Supervisor
Schedule: Monday-Friday, 8 AM to 4:30 PM
Pay Range: \$31,928-\$40,445.44 (\$15.35 -\$19.44)

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/Office Supervisor.

SUPERVISION:

This position has no supervisory responsibility.

DUTIES AND RESPONSIBILITIES:

1. Staff customer counter; accept customer payments for various fees, (in person or over the phone) and record in payment software, issue receipts; reconcile cash and checks on a daily basis, provide assistance and information to customers regarding service activation and disconnections. Must have the ability to make change.
2. Perform document processing, data entry, record keeping, and report compilation using a computer and software specific to water department; maintain forms, records, reports, correspondence files and related information in a systematic manner; operate standard office equipment.
3. Answer telephone calls and provide information regarding District services and/or direct calls to the appropriate staff members; assist members of the public by providing information completion of forms, or retrieval of data from files; assist with internal safety meetings.
4. Create Service Orders and follow up on record keeping and compliance.
5. Collection of delinquent accounts, issue door tags & shut off work orders.
6. Pick up District mail from post office and distribute to appropriate departments. Process office bills and give to Accountant/Office Supervisor for payment.
7. Perform other related duties as assigned.

EDUCATION AND EXPERIENCE REQUIRED:

High school diploma.

CERTIFICATES, LICENSES, REGISTRATIONS:

Must possess a valid State of Arizona Driver's License

SKILLS AND ABILITIES:

1. Knowledge of general office practices and procedures
2. Knowledge of basic mathematics and record keeping principles
3. Ability to follow oral and written instructions, policies and procedures
4. Skill in establishing and maintaining effective working relationships with other staff and members of the public
5. Ability to operate standard office equipment

SOFTWARE SKILLS:

1. Word Processing (MS WORD)
2. Spreadsheets (EXCEL)
3. E-Mail (Outlook Express)
4. Internet (moderately proficient in using search engines)

OTHER:

Must pass pre-employment drug screening and background check
Subject to "for cause" drug screening

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.