

CUSTOMER SERVICE TECHNICIAN

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

SUMMARY DESCRIPTION

Perform a full range of duties and assignments under the general supervision of the Finance Department. Employees at this level receive only occasional instruction or assistance as new, unusual or unique situations arise, and are fully aware of the operating procedures and policies within the work unit. Perform various day-to-day activities related to the City's Water Conservation Program; promote the efficient use of the City's water supply by residential, irrigation, industrial, commercial public agencies and other customers to ensure sufficient pressure throughout the system for fire protection and other essential City services; investigate and identify compliance issues; and communicate with regulatory agencies as required.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Coordinate with City Finance staff on delinquent accounts; turn on/turn off instructions, non-reads and improper billings.
2. Input data into computer records and generate various reports.
3. Assist customers, departments, and employees by providing information, explaining procedures, and answering questions over the telephone and in person.
4. Handle a variety of assignments related to high utility consumption and leak notification.
5. Participate in the enforcement of the State requirements pertaining to water conservation within the City of Cere's water distribution system.
6. Oversee the City's water conservation program with an emphasis on public education and outreach activities.
7. Meet with and educate City of Ceres customers on water efficiency use, discuss and resolve problems and concerns.
8. Respond to public inquiries and complaints regarding water use.
9. Respond to customer requests for setting automatic sprinkler timers.
10. Perform other duties as assigned.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

A variety of personal computer applications including standard word processing, spreadsheet and database software.

Basic principles and practices of customer service.

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Customer Service Technician (Continued)

Methods and procedures used in monitoring water systems.

City services such as watering schedules, procedures, and processes.

Safety management practices and policies.

Ability to:

Provide field support to the City's Utilities and Finance divisions.

Identify and resolve inconsistencies in financial records.

Perform a wide variety of sensitive and difficult customer service activities.

Program automatic sprinkler timers.

Administer city services such as watering schedules, procedures, and processes.

Use proper English usage, spelling, grammar, and punctuation.

Use personal computers and software applications.

Provide customer services procedures and the handling of complaints.

Use safe work practices at during the course of work.

Read, understand, apply and communicate complex materials.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

Possession of a high school diploma or GED certificate.

Experience:

One year of increasing responsible experience in the area of customer service and/ or water conservation.

License or Certificate:

Possession of an appropriate, valid driver's license.

Possession of a Water Conservation Practitioner I certification within one (1) year of employment.

Possession of a Water Distribution I Certification within one (1) year of employment.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein 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 job functions.

Environment: Work is performed primarily in the field with extensive public contact and frequent changes in day to day activities.

