

PICO WATER DISTRICT
CUSTOMER SERVICE ASSOCIATE

Definition

This part-time position will be under the direct supervision of the Accounting & Customer Service Supervisor and will primarily perform cashier functions but may be called upon to provide support to the remaining office staff in various capacities. Additional duties can include processing customer water service applications, responding to general customer inquiries and answering phone calls. The nature of this work requires that the employee in this position establish and maintain effective working relationships with other employees and members of the public. The maximum number of hours for this position will be limited to 19 hours per week.

Essential Functions

The duties listed below are illustrative only and are not meant to be a complete listing of all duties and responsibilities of this position.

Cashiering Duties:

- Maintain and balance the cash drawer; accept, process, and reconcile payments.
- Process payments for water services; check for accuracy, batch into groups, and post payments into the computer system.
- Verify and post cash receipts to customer accounts; maintain accurate cash balances.

Customer Assistance Duties:

- Respond to customer inquiries in person, by phone, mail, email, or fax.
- Start or terminate residential and commercial water service accounts; ensure accuracy of information and file supporting documents.
- Assist in gathering application information for new services and termination.
- Provide information on district programs, policies, procedures, and rate structures.

Administrative and Miscellaneous Duties:

- Perform a variety of administrative tasks, including data entry, composing letters and memos, filing, and sorting mail.
- Maintain office equipment and perform basic routine maintenance.
- Assists in office supply inventory and prepare purchase orders as needed.
- Serve as a point of contact for questions about new/closed services, and delinquent accounts.
- Perform other related duties as assigned.

Job Standards/Specifications

Knowledge of

10/02/2024

- Analyze and evaluate customer complaints.
- Maintain tactful and good relations when working with the public regarding District services and communicate clearly and courteously with customers on the telephone and in person, in both English and Spanish.
- Accurately count change back to customers and balance cash drawer.
- Write clearly and effectively.
- Apply and explain policies, procedures and regulations.
- Balance receipts, make accurate calculations and maintain accurate records.
- Work independently and use sound judgment within procedural guidelines.
- Assist customers with service problems and taking appropriate action or making appropriate recommendations.
- Establish and maintain effective working relations with those contacted in the course of work.
- Perform general operating computer applications, word processing and spreadsheet programs.
- Operate 10-key calculator by touch.
- Follow oral and written instructions.

Typical Physical Activities

- Work at a desk for an extended period.
- Work in an office environment, lift and move objects up to 15 pounds such as large binders, books, and small office equipment.
- Sufficient finger/hand coordination and dexterity to operate and adjust office equipment.
- Regularly use a telephone for communication.
- Use office equipment such as computers, copiers, and FAX machines.
- Sits for extended time periods.
- Communicates orally with District management, co-workers, and the public in face-to-face, one-to-one and group settings.
- Ability to stoop, kneel, sit, stand and crouch during daily work routine.
- Hearing and vision within normal ranges.

Environmental Factors

- Exposure to the sun: 10% or less work time spent outside a building and exposed to the sun.
- Irregular work hours: Occasionally required to change working hours depending on office availability and can be called into work depending on staff availability.

Education and Experience

Equivalent to graduation from high school, preferably supplemented by courses in financial record keeping, or clerical fields. Two years' experience in the utility sector and bilingual (Spanish) is highly desired.

License Certificate Registration Requirement

Driver License: Possession of a valid California Class C Driver License may be required at the time of appointment. Failure to obtain or maintain such required license(s) may be cause for disciplinary action. Individuals who do not meet this requirement due to a disability will be considered for accommodation on a case-by-case basis.

Possession and proof of a driving record free of multiple or serious traffic violations or accidents for at least two (2) consecutive years.

Equal Opportunity Employer

Pico Water District is an equal opportunity employer and does not discriminate in hiring, training, promotion, compensation or terms of employment on the basis of race (including any traits historically associated with race, including, but not limited to, hair texture and protective hairstyles, such as braids, lock and twists), color, creed, gender (including gender identity and gender expression), religion (all aspects of religious beliefs, observance or practice, including religious dress or grooming practices) martial status, registered domestic partner status, age, national origin or ancestry, physical or mental disability, medical condition (including cancer or a record of history of cancer, and genetic characteristics), sex (including pregnancy, childbirth, breastfeeding or related medical condition), genetic information, sexual orientation, veteran status, reproductive health decisions, including a decision to use or access a particular drug, device, product or medical service for reproductive health, or any other consideration made unlawful by federal, state, or local laws.

Americans with Disabilities Act

The District will make such reasonable accommodations to enable persons with disabilities to fulfill the requirements of the position in accordance with the Americans with Disabilities Act of 1990.

I have received and reviewed a copy of this job description.

Employee Signature Date

Supervisor Signature Date