



## POSITION DESCRIPTION

**Job Title:** Customer Service Associate**Job Code:** 2132**Salary Grade:** 13**FLSA Status:** Non-Exempt**Date:** September 26, 2008**JOB SUMMARY**

The Customer Service Associate will answer questions regarding new and existing service, termination of service, process payments, negotiate payment arrangements, and respond to other questions about billing, claims, ordinances, programs, and sewer.

**ESSENTIAL FUNCTIONS**

1. Responds to customer interactions via the telephone, email, internet, or in person in a professional, courteous, accurate manner while recording a brief overview of communication.
2. Develops a rapport with internal/external customers; greet using a person's name; demonstrate account ownership.
3. Answers customer's question or solves the problem during initial contact, if follow-up is required, must do so within the timeframe committed to the customer.
4. Maintains an individual cashier record that is in line with SAWS policies.
5. Creates, generates, and initiates requests for meter and field services.
6. Opens, verifies, and sorts incoming mail for image data capture; manually extracts contents from envelopes that are unable to be processed using automated equipment.
7. Identifies, explains, and suggests community resources when applicable.
8. Suggests improvements and changes to processes and policies to improve customer satisfaction.
9. Evaluates, contacts, and negotiates resolution of delinquent and final accounts.
10. Processes, adjusts, reconciles, transfers all manual and electronic payment applications, refunds, rebates, return items, and research of unclaimed property.
11. Reviews and processes receipts and generates correspondence regarding billing/consumption disputes.
12. Participates in and supports the development and implementation of special projects.
13. Performs all other duties as assigned.

**DECISION MAKING**

- Works under general supervision.

**MINIMUM REQUIREMENTS**

- High School Diploma or GED.
- One to three years' experience in a customer service environment.
- Demonstrates dependability by adhering to flexible break and lunch schedule.
- Ability to communicate effectively verbally and in writing
- Able to perform mathematical calculations.
- Ability to type 35 w.p.m. and or 8,000-10,000 k.p.h for 10 key required.
- May be required to work hours other than regular schedule including shift work, weekends and holidays.

**PREFERRED QUALIFICATIONS**

- Bilingual in English/Spanish.

**JOB DIMENSIONS**

- Displays an understanding of safety guidelines and procedures.
- Demonstrates analytical, organizational, communication and decision-making skills.
- Must meet the required performance standards within the area of assignment.

**PHYSICAL DEMANDS AND WORKING CONDITIONS**

Physical requirements include lifting up to 25 pounds occasionally. Subject to sitting or standing for extending periods of time at various workstations to perform job scope. Requires visual acuity, speech, and hearing.

***This position description is not an employment agreement or contract. Management has the exclusive right to alter this position description at any time without notice.***