

JOB DESCRIPTION

POSITION: PART-TIME CUSTOMER SERVICE REPRESENTATIVE

DEPARTMENT: OFFICE

SUMMARY

Under general supervision, to perform a variety of basic clerical and administrative work with extensive customer contact; to perform basic accounting tasks and routines; to assist the Financial Services Manager with accounting tasks; to assist in preparing financial statements; and to perform related work as required.

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.

DISTINGUISHING CHARACTERISTICS

This is the entry-level in the clerical, administrative, and accounting series.

REPORTING RELATIONSHIPS

The Part Time Customer Service Representative is an at-will employee and, accordingly, employment may be terminated by the employee or the District at any time without prior notice. This position reports to the Financial Services Manager and has no supervisory duties.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES INCLUDE BUT ARE NOT LIMITED TO:

- Task: Assist with the preparation and input of journal entries; create and maintain bank and interest schedules; reconcile bank statements; prepare financial statements; assist with annual budget preparation and annual audit.
- Task: Serve as backup for Customer Service Representative; perform duties in the absence of Customer Service Representative.
- Task: Operate common office equipment such as computers, printers, photocopiers, and telephones; provide answers to general questions from the public/employees; operate a computer including word processing, spreadsheet, and database programs; perform general records management duties, including creating and maintaining files.
- Task: Assist the Financial Services Manager with accounting tasks; perform special projects and other duties as assigned by the General Manager. Assist with projects and duties related to the administration of the District; provide clerical support and word processing assistance to the Operations and Maintenance Manager.

PHYSICAL DEMAND

Sitting; standing; speaking; hearing; close vision; use of hands to finger, handle or feel objects, tools or controls; use of hands to write, type and use telephone; lifting, pushing, pulling and carrying (up to 25 lbs.).

QUALIFICATIONS

Knowledge of:

- Basic accounting methods and procedures.
- Correct English usage, spelling, grammar and punctuation.
- Correspondence formats.
- Current office methods and practices.
- General office procedures including the use of basic office equipment such as ten-key calculator, electric typewriter, postage meter, computer terminal, copy machine and software applications such as Microsoft Office applications.
- Handling of confidential District information.
- Proper office and telephone etiquette.
- Records and filing techniques.
- Safe work practices.

Ability to:

- Communicate clearly both orally and in writing.
- Establish, develop and maintain effective working relationships with those contacted during the course of work, particularly customers.
- Maintain composure, tact, and helpful attitude with customers even in the face of unwarranted customer hostility.
- Maintain punctual and regular attendance.
- Operate a vehicle observing legal and defensive driving practices.
- Prepare clear and concise documents.
- Process data through utilization of District computers.
- Properly format and transcribe various communications.

- Read, understand, interpret, and apply complex materials (i.e., Board policies in Ordinances and Resolutions, etc.) to analysis and reports and use as a guide to function fully in the position.
- 10-key calculator by touch and make mathematical computations for billing adjustments.
- Type a minimum of 35 wpm using word processing programs; use spreadsheets and database systems.
- Understand and carry out oral and written instructions.

EXPERIENCE AND EDUCATION

Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

- Two years of satisfactory employment as a customer service representative or equivalent position, or
- Satisfactory completion of two years course work in business administration, liberal arts, or related field at the community college level, or
- One year of customer service work and satisfactory completion of one-year course work in business administration, liberal arts, or related field at the community college level.

RECOMMENDED SPECIAL REQUIREMENTS

CPR Certification

First Aid Certification

CONDITIONS OF EMPLOYMENT:

As a condition of employment, may be required to:

1. Possession of a valid and appropriate Class C California Driver's License, or equivalent, and be insurable by the District's vehicle insurance carrier;
2. Be able to establish and maintain favorable interpersonal relations with co-workers, managers including District Directors and District customers.
3. Maintain high degree of reliability for punctuality and attendance.

PHYSICAL AND SENSORY REQUIREMENTS:

In general, it is necessary for the employee to maintain the effective audio-visual discrimination and perception needed for making observations, communicating with others, reading and writing, and operating assigned equipment. It is also imperative that the employee be able to maintain the mental capacity allowing the making of sound decisions following specific guidelines and the demonstration of intellectual capability to deal effectively with customers in person and on the phone.