

MCKINLEYVILLE COMMUNITY

SERVICES DISTRICT

CUSTOMER SERVICE OFFICE ASSISTANT

Position: Customer Service Office Assistant
Division: Support Services
Supervisor: Customer Service Supervisor
Status: Full-time

DEFINITION Under general supervision of the assigned supervisor, to perform clerical, bookkeeping and data processing procedures as they relate to customer service, billing and payment processing, scheduling, and other administrative tasks associated with Support Services and various Recreation Department Programs, and other District needs/duties as assigned.

DISTINGUISHING FEATURES Initially under close supervision, to learn how to receive and process payments, how to handle customer inquiries and complaints, and how to perform other administrative tasks per the District's standards and guidelines. As experience and proficiency are gained, there is greater independence of action within established guidelines. The primary functions of this position are to serve customers at the counter, answer incoming calls, and to handle and control the cash drawer.

TYPICAL EXAMPLES OF DUTIES

- Attendance and Punctuality are required abilities for this position.
- Greet customers and the general public, direct customers and general public to the appropriate department staff.
- Using an on-line computer system, process requests to begin or end water service, obtaining required information from the customer; enter name, address and other changes to create or update master customer account records and files.
- Answer customer inquiries, explain policies and regulations, explain service fees and rate structures, direct customer questions or problems requiring research to the pertinent senior staff, and follow up with customers as required.
- Answer billing related inquiries.
- Follow up and process payment on overdue accounts, active and closed.
- Receive customer payments, make change, and issue receipts; balance cash receipts and prepare deposit documents.
- Process payments received by mail, over the counter, and in the drop box, including totaling batches of checks.
- Enter customer payments into the on-line computer system.
- Generate required work-orders for field personnel, maintaining a good working relationship with such staff, in relation to beginning or ending water service, and verifying meter reads, usage, or functionality.
- Review hard-copy customer account records for completeness and arithmetic accuracy; assist in maintaining customer account files.

- Act as receptionist for District administrative offices, receiving, screening and forwarding all telephone calls and visitors; referring caller to proper office or individual or taking messages as needed.
- Assist in maintaining Service Order Files and customer account information.
- Occasionally provide customer service to patrons wishing to register for recreation programs and/or reserve and rent public facilities; process registration and rental payments as part of customer service; field and answer basic questions related to recreation programs and facility use.
- Occasionally ensure accurate preparation of recreation registration and rental forms by customers; ensure forms are forwarded to appropriate recreation staff or filed in designated file locations.
- Provide a wide variety of general clerical work, including typing, filing, copying, scanning, and filing into DocStar.
- Computer skills including Word, Excel, Adobe, and other common office software.
- Ability to follow or “adhere” to all District policy and procedures.

BASIC QUALIFICATIONS:

KNOWLEDGE OF:

- Modern office procedures, methods, and computer equipment.
- Customer Service and Customer Satisfaction including interpersonal relations and conflict resolution.
- Basic oral and written communication skills.
- Basic record keeping practices and procedures.
- Basic mathematics skills: adding, subtracting, multiplying, dividing, percentages.
- Basic bookkeeping and financial record keeping principles and practices.
- Safe work practices and ability to follow emergency procedures.
- First aid and CPR

ABILITY TO:

- Be present and on time at the specified workstation each day.
- Present a professional demeanor and appearance
- Establish and maintain effective working relationships with those contacted in the course of work including District staff and the general public.
- Provide customer service skills in supporting the District’s customers.
- Use and operate a typewriter, calculator, computer, computerized customer information system and other office equipment.

- Maintain a variety of clerical records and files.
- Perform procedures in an organized and accurate manner.
- Accurately count, record and balance assigned transactions.
- Adjust to changing needs and circumstances.
- Learn and correctly apply the policies and procedures of the District.
- Obtain current fingerprint identification (BID 7) upon employment.

PHYSICAL REQUIREMENTS AND WORKING CONDITIONS:

- Communicate clearly and concisely, both orally and in writing.
- Hear normal conversation in person and/or on the telephone.
- Vision must be sufficient to accomplish the duties of the position, which may include operating a District vehicle.
- Sit for prolonged periods of time.
- Manual dexterity must be sufficient to accomplish the duties of the position.
- Push and pull 25 pounds.
- Lift and carry 25 pounds.

EDUCATION AND EXPERIENCE:

- High school diploma or equivalent.
- At least one year of relevant customer service experience and accounting clerical experience.

LICENSE:

- Possession of, or ability to obtain, a valid California driver’s license. Must have a driving record and an auto insurance policy acceptable to the District.
- Possession of, or ability to obtain certification in First Aid and Adult/Child CPR

I have received and read this Job Description, fully understand it, and freely agree to its terms.

Dated _____ Signature of Employee _____

Revised September 2022