

Auburn Water & Sewerage Districts Position Description

Customer Service Clerk

Department: Office/Administration

Reports To: Director of Technical and
Employee Services

**Effective
Date:** TBD

Grade Level: 3

FLSA: Non-exempt

GENERAL SUMMARY:

Under the general supervision of the Director of Technical and Employee Services, responsible for managing incoming phone calls and correspondence in the office. Position is expected to perform a variety of clerical, administrative, technical, and customer service tasks including interaction with customers both in person and on the telephone.

ESSENTIAL JOB FUNCTIONS:

- ◆ Provides assistance to customers by phone and in person. Answers questions, provides information, and resolves problems.
- ◆ Receives cash payments from walk-in customers, provides receipts, and records payment information into the computer system. Files paid bills according to filing system.
- ◆ Maintains a daily cash drawer and balances it at the end of each business day.
- ◆ Maintains customer information records and updates records as necessary.
- ◆ Attends monthly Board of Trustees meetings and takes minutes. Prepares information packets and sends to Trustees prior to meeting.
- ◆ Maintains appointment records for Trustees, communicates with Trustee's prior to meeting to ensure we have a quorum.
- ◆ Attends Watershed Protection Commission Meeting and Takes Minutes.
- ◆ Occasionally provides training to other employees on customer billing procedures.
- ◆ Assists with other clerical, administrative, and customer service duties as required.
- ◆ Receives, monitors and tracks all dig safe records, ensures program compliance.
- ◆ Performs special projects and other related duties as required, directed, or as the situation dictates.
- ◆ Maintains regular, predictable and reliable attendance.
- ◆ Maintains excellent communication and fosters a collaborative working environment with all departments as well as with the public.
- ◆ Places an emphasis on safety, efficiency, quality, and productivity.
- ◆ Follows all District policies.

SUPERVISORY RESPONSIBILITY:

None.

EDUCATION & EXPERIENCE:

Duties require knowledge equivalent to a high school diploma and one to three years of experience in, customer service, billing, and general office/clerical work. Must be able to obtain a Grade 1 Water Distribution system License and a Grade 1 Sewer Collection System License within 1 year of hire.

SKILLS & QUALIFICATIONS:

- ◆ Knowledge of modern office methods, practices, and procedures.
- ◆ Knowledge of business mathematics and business English.
- ◆ Competency with numbers and attention to detail. Ability to accurately reconcile arithmetic computations.
- ◆ Ability to handle money accurately and to balance receipts with cash.
- ◆ Strong customer service skills.
- ◆ Some knowledge of basic bookkeeping practices.
- ◆ Ability to follow detailed work instructions, both written and oral.
- ◆ Ability to effectively operate computers and all software required to accomplish job responsibilities.
- ◆ Ability to effectively operate adding machine and typewriter.
- ◆ Ability to communicate effectively, to maintain effective work relationships, and to deal with the public in a courteous and tactful manner.
- ◆ Willingness and ability to pursue professional improvement.

WORKING CONDITIONS & PHYSICAL DEMANDS:

Work is performed in a normal office environment, not subject to extreme variations of temperature, noise, odors, etc. Operates computer, printer, photocopier, fax machine, counter cash register, calculator, and other basic office equipment. Work requires extended periods of sitting, reaching, typing, and mousing, which requires eye-hand coordination and finger dexterity.

The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

<p>*External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.</p>

This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.