

**NORTH KOOTENAI WATER DISTRICT
CUSTOMER SERVICE SPECIALIST-I
JOB DESCRIPTION**

DESCRIPTION – Customer Service Specialist-I (CSS-I)

The Customer Service Specialist-I position is an entry-level classification in the Customer Service Specialist Series. This classification has a primary focus on providing outstanding customer service to the constituents of the North Kootenai Water & Sewer District in handling a variety of customer account and billing processes.

Incumbents in this classification may be assigned to handle customer inquiries, perform customer related functions, process external requests, publish District documentation, and assist with maintaining our website.

The incumbent will be capable of performing routine well defined tasks, as well as making recommendations regarding office and clerical procedure changes as might be indicated to assure high quality customer service and office efficiency.

This classification is distinguished from the Customer Service Specialist-II in that the latter requires a greater degree of technical knowledge, analytical ability, and independent judgment.

This is an "at will" position and the incumbent serves at the discretion of the District Manager. An incumbent in this classification demonstrates strong ethical, professional, interpersonal and service-oriented skills; sets a good example; and correctly applies the tenets of the District's behavior standards in the Employee Manual.

TYPICAL DUTIES

Under general supervision, duties may include, but are not limited to, the following:

- Open and distribute incoming mail; research returned mail; process and post outgoing mail
- Maintain District phones lists
- Mail new customers Applications for Service
- Monitor payment plans
- Update and print monthly reporting forms for field staff
- Scan documents and save to appropriate file subdirectories
- Respond or re-direct messages taken from answering service
- Assists customers in person, by telephone, in writing, and electronically by answering inquiries, responding to complaints, and explaining District policies and procedures
- Prepare manual bank deposits for water revenue account and LID accounts
- Post bank generated payments (Checkfree, iPay, Doxo, and Paymentus) as required
- Setup payment plans for delinquent customers

- Receive and process Application for Service forms
- Open and close service orders as required
- Monitor locates
- Enter invoices into Quickbooks that have been coded by staff.
- Process petty cash requests and balance daily.
- Process escrow payoff requests
- Load laptops for meter readings
- Process monthly billing preparation and adjustments
- Maintain bankruptcy documentation
- Assist with data entry and scanning of backflow documentation
- Prepare, publish, and track various Board related materials including, but not limited to, Board Meeting Agendas, Resolutions, and Ordinances
- Assist customers as needed with website access
- Maintain website for accuracy
- Post outages to District website
- Educate customers about the fundamentals and benefits of current District programs including financial aid, and conservation rebate programs
- Performs other related duties as assigned

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE

- Graduation from high school or possession of a GED
- One (1) year of experience in cashiering, customer service, and/or billing

LICENSE

- A valid Idaho driver's license is required at time of appointment and for the duration of employment

OTHER REQUIREMENTS

- Must be able to perform all the essential functions of the job.
- Must be able to obtain Commission as a Notary Public

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Microsoft Office Skills: Knowledge of District software and how to use Microsoft Office package is required
- Principles and practices of customer service
- Basic cashiering, cash handling, and billing processes and procedures
- Office safety practices, procedures, and standards

Ability to:

- Count cash and make change accurately
- Perform basic arithmetic computations with speed and accuracy

- Provide exceptional customer service; maintain professionalism, courtesy, and composure at all times, including stressful situations
- Establish and maintain a cooperative working relationship with those contacted in the course of work, including the general public
- Maintain accurate records and database systems
- Communicate effectively; both orally and in writing
- Work in a team-based environment and achieve common goals
- Effectively handle multiple priorities, organize workload, and meet strict deadlines
- Interpret, apply, and explain established policies and procedures
- Evaluate situations, identify problems, and exercise sound independent judgement within established guidelines
- Learn District fee schedules for connection fees and utility rates
- Recommend programs and services based on the customer's interest and needs
- Perform data entry with speed and accuracy
- Display maturity and respect for confidentiality and discretion
- Sit or stand for extended periods of time

SUPERVISION RECEIVED

Works under the general supervision of Office Supervisor, or other higher-level classification, as assigned

SUPERVISION EXERCISED

May assist in the training of inexperienced clerical employees.