



SPRINGFIELD UTILITY BOARD

Job Description

TITLE: Customer Service Rep (CSR) A, I-VI / WSC **STATUS:** Non-exempt / Union - IBEW
REPORTS TO: WSC Director/Water Quality Manager **RANGE:** Contract

POSITION SUMMARY: The Customer Service Representative (CSR) positions at the Water Service Center are required to perform a wide variety of complex, analytical and detailed tasks to support either the Operation/Construction Department or the Water Quality Department. Performs other duties as assigned.

MAJOR RESPONSIBILITIES

Essential Functions for both departments

1. Supports and models behavior to promote the mission core values of SUB to other employees and customers.
2. Develops and maintains professionalism and effective teamwork in the performance of job duties.
3. Maintains reliable and predictable attendance.
4. Communicates clearly and courteously with customers and employees by mail, phone, or in person. Uses tact and diplomacy to address customer and employee complaints and issues. Directs customers to appropriate staff to address their concerns.
5. Effectively meets deadlines and prioritizes workload to meet department requirements.
6. Maintains electronic and hard copy filing systems and storage records.
7. Maintains, processes and reviews reports for accuracy and information.
8. Assumes responsibility for personal productivity and quality of work.
9. Works efficiently and effectively with other office and field team members.
10. Identifies and communicates problems and recommends solutions to Managers/Supervisors.

Essential Functions for the Operation/Construction CSR

Page 2: Customer Service Rep A, I – VI WSC

11. Serves as primary receptionist and responds to walk-in customers and phone calls.
12. Maintains, organizes and tracks facility records such as valves, hydrants, flush points, meter service/meter installation and other assigned documentation for crews.
13. Advises customers of SUB policies, rates, credit policy and other requirements pertaining to customer accounts.
14. Maintains manual and computer files relating to facilities information.
15. Process daily, weekly and monthly timesheets in a timely manner.
16. Develops and maintains the office procedures manual for this position.
17. Initiates work orders, job numbers and damage numbers in MAS 500 as directed by management and engineering staff.
18. Processes water credits to customer accounts.
19. Acts as WSC representative at interdepartmental meetings as assigned.
20. Initiates and processes service orders and WSC Work Requests for processing field work and opening and closing accounts.
21. Dispatches water crews when needed.
22. Serves as back-up for the encroachment permit process and accounts payable.

Essential Functions for the Water Quality CSR

23. Participates and/or coordinates with other team members to review recommendations and make updates to the Cross-Connection Control Program to ensure compliance with regulatory requirements and SUB policies.
24. Corresponds with plumbing inspectors, testers, specialists, customers and regulatory agencies as related to SUB's Cross-Connection Control Program. Collects, organizes and maintains all related paperwork and electronic files associated with backflow tester files containing current state certifications, calibration certifications and insurance information.
25. Prepares the *Annual Backflow Report* for the Water Quality Program Manager to review, approve and-submit to the Oregon Health Authority.
26. Obtains and maintains a Cross-Connection Specialist Certification.
27. Communicates clearly and courteously to educate and respond to questions from customers by phone, email and/or letter on Cross-Connection Control Program requirements and inspection dates.

Page 3: Customer Service Rep A, I – VI WSC

28. Collects, organizes and maintains manual and electronic files relating to water facilities including, but not limited to, pipes, valves, hydrants and services. Provides timely reports to the accounting department for maintenance of plant records.
29. Develops and maintains the office procedures manual for the cross-connection control program.

Marginal Functions

30. Assists with clerical support throughout the Division as needed.

Given the dynamic and challenging environment of the utility industry and our mission to provide exceptional service to our internal and external customers, additional duties and responsibilities, other than those listed in this job description, may be assigned (contingent on labor agreement provisions, if applicable). Your supervisor will communicate these changes either formally or informally, verbally or in writing.

Attributes

SUB strives to promote a safe, positive and caring work environment. In addition to the above qualifications, the following attributes are essential to be a successful employee at SUB:

- Being committed to SUB's Mission and Core Values
- Complying with safety practices and policies
- Being professional, honest, courteous and respectful to others in your conduct
- Being responsive to suggestions to improve performance
- Being flexible to adapt to a changing work environment
- Performing as a productive team member
- Being accountable for your own performance, behaviors and contributions
- Taking the initiative to accomplish your responsibilities to the best of your ability

These qualities in our employees ensure that working at SUB is motivating, fun and enjoyable while performing a valuable service to our utility and community.

OTHERS SUPERVISED

- None

MINIMUM QUALIFICATIONS

Experience

- Minimum of two years recent direct customer service experience involving customer accounts and problem solving
- Minimum of two years experience and proficiency with personal computers
- Demonstrated experience working with a high level of detail with numbers and documentation

Page 4: Customer Service Rep A, I – VI WSC

- Experience with phone and in-person customer contact required

Knowledge, Skills & Abilities

- Communicate effectively and calmly with difficult customer and emotional situations
- Proficient and accurate in keyboarding and 10 key by touch
- Excellent team work skills
- Proficient at Microsoft Word, Excel, Windows and Outlook software
- Ability to learn and independently apply policies and procedures
- Communicate effectively orally and in writing
- Excellent listening skills
- Research and extract information from various source documents
- Operate office equipment
- Possess good math skills
- Ability to use sound judgment and appropriate decision making
- Apply and manage work assignments independently

Education

- High school diploma or equivalent

PHYSICAL AND MENTAL REQUIREMENTS

- **ALERTNESS AND CONCENTRATION:** Maintains full alertness and concentration at all times.
- **ABILITY TO DEAL WITH STRESS:** Makes decisions calmly in stressful situations. Interacts well with co-workers. Able to coordinate many tasks at the same time, employing a variety of equipment at the same time.
- **VISION:**
 - Far visual acuity:** Sees adequately to drive a vehicle.
 - Near visual acuity:** Reads small print on maps, plans, labels, reports, numerous other written documents and computer screens.
 - Peripheral vision/depth perception:** Maintains full field of vision in all directions to assess proximity to construction hazards, holes, traffic, co-workers, movements of equipment, or objects falling from above.
 - Color vision:** Judges red, green and yellow traffic lights adequately to drive on highways.
- **HEARING:** Hears spoken conversation well and while on the telephone despite background noise from others in the room or other communication devices in use. Hears adequately to operate a two-way radio.

Page 5: Customer Service Rep A, I – VI WSC

- **SPEECH:** Speaks loudly and clearly enough to be accurately understood at a distance of 10 feet and on the telephone. Speaks clearly communicating by two-way radio.
- **STANDING:** The worker stands on the job very short periods of time.
- **SITTING:** Worker sits on a variety of office chairs and furniture 7-8 hours daily.
- **WORKER MOBILITY:** Can change positions frequently, in and out of office furniture, which requires full body bending and/or twisting. Must be able to operate manual transmission.
- **WALKING:** Walks around office site(s) at times. Total walking per shift is 0-15 percent. Walking occurs on rugs, hard floors, and some outside walking on asphalt and gravel.
- **LIFTING/CARRYING:** 0-5 lbs.--often; 11-20 lbs.--occasionally.
- **PUSHING/PULLING:** Pushing/pulling filing drawer cabinets and other office furniture.
- **REACHING/HANDLING:** Writes and types information, draws diagrams, uses 10-key, does data entry, uses computer, opens envelopes, uses telephone, radio, etc.
- **TWISTING:** Some twisting is required when lifting items or handing items to fellow workers.
- **CLIMBING:** Climbs stairs at various site(s) for business and breaks.
- **CRAWLING:** Not usually required.
- **ENVIRONMENTAL FACTORS:** Minimal exposure to natural environment.
- **PRODUCTS AND MATERIALS:** Paper goods, glue and ink.
- **MACHINES/TOOLS/EQUIPMENT:** Uses 10-key, computer, typewriter, copier, phone, two-way radios and other office equipment.

Revised: June 13, 2018