

**Customer Service Representative  
Job Description  
Southwest Water Authority**

**Scope of Work**

The individual in this position will perform work activities associated with customers who are receiving service from the Southwest Water Authority (SWA). This includes maintaining accurate records and reports concerning customer accounts, including accounts receivable and collections. The SWA is a political subdivision led by a 15-member Board of Directors. The SWA is responsible for management, operations, and maintenance of the Southwest Pipeline Project (SWPP). The SWPP is a regional water delivery system serving municipal, rural, and industrial water user entities in southwest North Dakota.

**Essential Functions**

1. Notifies new customers of water availability upon receipt of notice from the consulting engineer and responds to related inquiries.
2. Obtains required meter pit fees.
3. Performs the accounting and the maintenance of the SWA's customer accounts.
4. Prepares customer financial and other required customer reports for internal use.
5. Prepares monthly customer billing statements.
6. Responds to phone inquiries and correspondence regarding billing activities.
7. Participates in the disposition of delinquent accounts and carries out collection activity through correspondence and telephone contacts. Determines payment schedules of delinquent accounts.
8. Collects payments due for service calls and minimum charges.
9. Documents all verbal agreements on payment and other transactions of customer accounts.
10. Prepares pre-audit customer account reports requested by the Accountant/Assistant Administrative Services Manager or independent auditor.
11. Maintains NSF check file and takes appropriate action.
12. Tracks membership transfers and requests necessary forms and fees.
13. Writes column for the newsletter.
14. Cross-trains with accountant position for all duties except supervision.
15. Promotes positive relationships with co-workers and customers.
16. Assists in explaining and promoting marketing programs.
17. Secondary person for answering incoming telephone calls.
18. Helps with front counter when needed.
19. Helps with large mailings when needed.
20. Prepares list of meters to randomly spot check.

21. Prepares a variety of program, administrative, or office forms, reports, documents, and correspondence.
22. Performs such other activities as might be required or requested from time to time.

### **Knowledge, Skills, and Abilities**

23. Knowledge of SWA policies, rules, regulations, and procedures in order to provide substantive information to a diversified group.
24. Knowledge of other federal, state, and local policies applicable to SWA accounts receivable.
25. Knowledge of terminology sufficient to understand SWA applications, easements, billing, and collection procedures.
26. Knowledge of computers, mathematics, accounting procedures, and computer applications sufficient to handle customer correspondence and accounts.
27. A thorough knowledge of spelling, punctuation, grammar, sentence structure, and proper English usage.
28. Ability to maintain effective working relationships with a diversified group of people under trying and stress-producing conditions.
29. Ability to communicate in a courteous, professional manner to reflect a positive image of the SWA to its customers and the public.
30. A good general knowledge of modern office practices and techniques, including general filing procedure, correspondence, routines, and record maintenance.
31. Ability to analyze, evaluate, and recommend sound solutions to problems of routine nature for incorporation into SWA policy.
32. Ability to research, interpret, explain, and correctly apply policies, rules, regulations, and procedures.
33. Skill in written and oral communications.
34. Ability to use word processing, database, telecommunications, networks, and SWA software in order to produce correspondence and reports, and communicate with others.
35. Ability to work independently and efficiently.
36. Ability to effectively collect delinquent accounts.
37. Ability to handle confidential matters.

### **Typical Physical/Mental/Environmental Demands**

38. Requires extended periods of time sitting at a desk working with a keyboard/computer, computer printouts, doing computations, occasionally lifting up to 50 pounds.
39. On a daily basis, requires the ability to read, write, compile, and analyze data and reports.
40. On a daily basis, requires the ability to work courteously and firmly with others.

## **Supervision**

The Customer Service Representative is under the general supervision of the Financial and Administrative Services Manager, and under the direct supervision of the Accountant/Assistant Administrative Services Manager. The Customer Service Representative is responsible for carrying out day-to-day duties independently and only consults the appropriate supervisor on unusually complex problems or precedent setting actions.

Completed work is reviewed only from an overall standpoint in terms of feasibility, compatibility with other work and effectiveness in meeting deadlines, requirements, or expected results.

## **Guidelines**

Guidelines consist of established SWA procedures, rules and regulations, precedents, laws, regulations, and ordinances of the local, state, and federal governments. Customer Service Representative exercises judgment in selecting applicable procedure and makes decisions on varied clerical and accounts receivable matters. In situations where guidelines do not apply, questions are referred to the appropriate supervisor for assistance.

## **Complexity**

Work consists of duties that involve various related steps, processes, or methods. Actions to be taken or responses to be made differ depending upon the type of account or situation involved. There are occasional problems in identifying financial discrepancies or making adjustments in data. While the majority of transactions, supporting documents, records, and accounts vary, assignment and tasks are usually standardized.

## **Personal Contacts**

Contacts are with customers, co-workers within the agency, employees of other federal, state, and local agencies, attorneys, contractors, other business interests, and the general public.

## **Purpose of Contacts**

The purpose of the contacts is to obtain, clarify, give facts, or exchange information directly related to the SWA. Contacts with customers and the general public often require exceptional tact and judgment, especially when dealing with delinquent customers. To ensure compliance with legal and regulatory requirements, the customer service representative must frequently coordinate and effectively deal with supervisors, and attorneys.

## **Education and Experience**

Completion of a two-year accounting or business degree or equivalent work experience in an accounting or utility environment with exposure to all aspects of general accounting, including accounts payable, accounts receivable, and general ledger. Computer experience in word processing, database, and spreadsheet applications.

### **Equipment**

Personal computer; Calculator; Postage machine; Telephone; Office copier; Fax; Water meter

### **Non-Essential Functions**

1. Knowledge of and experience with WordPerfect.
2. Knowledge of and experience with Quattro Pro.
3. Drive Automobile.
4. Handle visual aid devices such as videocassette recorder, slide projector, overhead projector.
5. Assist in maintenance activities.
6. Public interaction regarding easements or new customers.
7. Type minimum of 40 words per minute.

### **Location and Work Hours**

This position is located in Dickinson. Work hours are 40 hours per week, Monday through Friday.

### **Level of Responsibility**

The Accountant/Assistant Administrative Services Manager supervises the Customer Service Representative position. Growth in this position is achieved through independence of the position or if the person in the position supervises others and/or has budget responsibility.

### **Salary**

This is a full time, non-exempt position with a standard benefit package.

**The statements herein are intended to describe the general nature and level of work being performed by the person assigned to this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel as classified.**