MEMBER SERVICE REPRESENTATIVE

General Statement of Duties

Performs public contact, recordkeeping, and specialized accounting, clerical, and administrative support work at the company's headquarters.

Distinguishing Features of the Class

An employee in this class supports a variety of billing, specialized member service, and public contact work. Work involves tasks such as collecting and processing payments in person, at drive-through windows, and over the phone; requesting required information and setting up and closing out water accounts, establishing payment methods; answering general member inquiries and concerns; contacting members to correct information for accounts; and taking information for work orders. Employees work at the member service desk or perform member tasks by phone, and may have specific areas of assignment but rotate among tasks to assure backup capability; however, public contact functions carry the highest priority. Work involves accuracy, heavy public contact functions, including with angry members, and coordination with other company functions and staff. Considerable tact and courtesy are required in these public contact functions. Work is performed under regular supervision and is evaluated through observation, by review of appropriate records and reports, and the accuracy and thoroughness of assigned responsibilities.

Duties and Responsibilities

- Supports a variety of billing and specialized member services and public contact work for the members
- Assist a high volume of members by phone and in person
- Collect and process utility payments and membership fees in person, by mail, and by phone
- Ability to troubleshoot and answer member questions and inquiries by providing appropriate solutions and water account requirements
- Set up new residential and commercial member accounts and collect membership fees
- Enrolls members in water services, bank drafts, and credit card payments; assures correct member information is entered; corrects data; closes out accounts
- Answers a high volume of calls and transfers calls to appropriate staff
- Enters work order information for service technicians
- Manage returned member bills by contacting members to obtain their correct billing information and forwarding the address
- Assist member with online access to their water account
- Administers payment arrangements within established procedures
- Provides information on services, policies, and procedures

- Locates bad debt information for previous members
- Fills in as needed for other staff and departments
- Performs administrative support tasks for the Administrative Services Supervisor and other staff, i.e., typing, scanning, and sorting documents

Additional Job Duties

Performs related duties as required.

Recruitment and Selection Guidelines

Knowledge, Skills, and Abilities

- General knowledge of the policies, procedures, and processes of the company in handling member service issues and concerns
- General knowledge of the services available and the deposits, fees, and processes required
- Working knowledge and understanding of the various water rates and schedules
- Ability to accurately perform mathematical calculations
- Ability to explain rules and regulations concerning applications and charges for water services
- Ability to process and complete necessary records, reports, and other paperwork to provide quick and efficient member services
- Ability to create and maintain accurate records, reports, and files in support of accurate and changing billing and collections processes, and accuracy in processing transactions
- Ability to deal effectively with the public tactfully and effectively in routine and stressful situations, to effectively resolve conflicts, and to establish and maintain effective working relationships with coworkers
- Ability to operate a calculator, computer, scanner, and related office equipment, and to use required accounts and web computer programs
- Ability to communicate effectively in oral and written forms

Physical Requirements

- Must be able to physically perform the basic life operational functions of fingering, talking, hearing, standing, walking, and repetitive motions.
- Must be able to perform sedentary work exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects.
- Must possess the visual acuity to prepare and use figures and statistics, operate a computer, conduct visual inspections, read accounts, and review written material extensively.

Desirable Training and Experience

Graduation from high school, preferably including some experience in member services and collections work, and work using a computer; or an equivalent combination of education and experience. The ability to speak Spanish is a plus.