

Trophy Club Municipal Utility District No. 1 Job Description

Classification Title	Customer Care Specialist
Division	
Department	Administration
FLSA Status	Non-Exempt
Pay Grade	

GENERAL SUMMARY

This position is part of the Utility Billing department and provides a variety of clerical and billing task; greets and assists visitors; operates multi line telephone system; receives utility billing payments and assist customers with billing inquiries. This position is under general direction of the Customer Care Supervisor.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by employees in this job. Employees may be requested to perform job-related tasks other than those specifically presented in this description.

- Greet visitors, answers questions, and directs to appropriate personnel
- Operates switchboard and routes calls
- Accepts and returns packages and distributes mail
- Opens and closes building daily
- Provides customer service and problem resolution regarding utility billing questions and issues.
- Receives and processes utility billing payments including: credit card transactions, bank draft transactions, collection of delinquent payments, and processing NSF checks.
- Establishes new accounts, disconnecting and reconnecting customer utility access.
- Assists in generating and processing utility work orders for field staff
- Responds and resolves customer inquiries and complaints regarding billing, high water consumption, water pressure, meter readings, and/or water leaks
- Performs a wide variety of utility billing functions including preparing monthly customer bills, applying customer deposits, balancing totals against daily and weekly deposits; preparing and generating reports.
- Proofs meter sheets for incorrect readings and generates re-read list as necessary including adjusting meter readings on customer accounts



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- Maintains the lobby and breakroom
- Performs special projects for General Manager as needed.
- Works cooperatively and effectively with the public and other employees.
- Other duties as assigned.

QUALIFICATIONS

Required Education and Experience

- High school diploma (or GED equivalent)
- 1-2 years of related work experience in Customer Service or a related field

Required Licenses or Certifications

- Valid "C" Texas driver's license (must obtain within 1 month of start date)

Preferred Licenses or Certifications

- Not applicable

SUPERVISION

- This position has no supervisory responsibilities

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COMPETENCIES FOR SUCCESSFUL PERFORMANCE OF JOB DUTIES

Knowledge of:

- Customer Care processes, procedures, billing systems and programs.
- Business English (i.e. grammar, spelling, punctuation and sentence structure).
- District policies, procedures, regulations and standards.
- Modern office procedures, methods and computer equipment

Skill in:

- Customer service
- Interpersonal skills necessary to develop and maintain effective and appropriate working relationships, especially customer working relationships
- Use computer systems and applicable software packages such as STW
- Performing a variety of duties, often changing from one task to another of a different nature
- Interpersonal relationships, leadership and time management
- Performing basic mathematical functions such as addition, subtraction, multiplication, division, percentages, and ratios
- Assigning, prioritizing, monitoring, and reviewing work assignments
- Utilizing equipment including; personal computers, word processing, spreadsheet, and data base applications, multi-line telephones, and adding machines

Ability to:

- Effectively speak, write and understand the English language
- Meet schedules and deadlines of the work
- Understand and carry out oral and written directions
- Accurately organize and maintain paper documents and electronic files
- Maintain the confidentiality of information and professional boundaries
- Respond appropriately to customers.
- Learn various software applications.
- Be flexible in daily routine.
- Organize, coordinate and supervise the work of others.
- Communicate effectively both orally and in writing.
- Maintain effective working relationships with employees, the public and other private and public-sector organizations.

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WORK ENVIRONMENT/CONDITIONS

The work environment and exposures described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work Environment	Frequency Working in Designated Environment		
Office or similar indoor environment	Frequent		
Outdoor environment	Seldom		
Street environment (near moving traffic)	Seldom		
Construction site	Seldom		
Confined space	Never		
In the community (homes, businesses, etc.)	Seldom		
Correctional facility, detention center or jail	Never		
Clinical healthcare environment	Never		
Vehicle	Seldom		
Warehouse environment	Seldom		
Shop Environment	Seldom		
Exposures	Seldom or Never	Sometimes or Occasionally	Frequently or Often
Individuals who are hostile or irate	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Individuals with known violent backgrounds	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extreme cold (<i>below 32 degrees</i>)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extreme heat (<i>above 100 degrees</i>)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communicable diseases	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Moving mechanical parts	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fumes or airborne particles	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Toxic or caustic chemicals, substances or waste	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Loud noises (<i>85+ decibels</i>)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The position is generally sedentary. Employees will be sitting for prolonged periods of time, but may also require walking, standing, stooping, bending, kneeling.
- The position involves light physical demands, such as exerting up to 20 lbs. of force occasionally, and/or up to 10 lbs. of force frequently, and/or a negligible amount of force constantly to move objects.

ACKNOWLEDGEMENT

The above statements are intended to describe the general nature and level of the work being performed by people assigned to this position. This is not an exhaustive list of all duties and responsibilities. Trophy Club Municipal Utility District No. 1 reserves the right to amend and change responsibilities to meet business and organizational needs as necessary. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. Directly related experience/education beyond the minimum stated may be substituted where appropriate at the discretion of the Human Resources Division.

I have read and agree that the contents of this job description accurately reflect what is expected of me in this position.

Employee's Signature

Date

Employee's Printed Name

Date

Job Description Creation Date:
Date Last Revised: 01/11/2019

Customer Care Specialist