

## ***SENIOR CUSTOMER SERVICE/ACCOUNTS SPECIALIST***

### **DEFINITION**

Under the general supervision of the Finance Manager, a Senior Customer Service/Accounts Specialist performs a wide variety of customer service and clerical work in maintaining financial, or statistical records, performing account and financial work; serves as lead worker; and performs other related duties as required.

### **CLASS CHARACTERISTICS**

This single position class is the second level in the Customer Service/Accounts Specialist series. The incumbent serves as a lead worker over other department staff taking charge of the office in the absence of the supervisor, and performs journey level work in multiple customer service, accounting and finance areas including accounts payable, accounts receivable, payroll, billing, collections, general ledger, and purchasing. The incumbent provides information and assistance to customers and processes service connections and disconnections and service and repair orders. The incumbent trains other staff and is cross-trained in several areas. This class is distinguished from Customer Service/Accounts Specialist in that the incumbents of the latter class may train others, but they have no responsibility for lead work and report to the Senior Customer Service/Accounts Specialist in the absence of the Finance Manager.

### **SUPERVISION RECEIVED AND EXERCISED**

Supervised by:	Finance Manager
Exercises supervision over:	no supervisory responsibility Exercises lead direction over Customer Service/Accounts Specialists

### **ESSENTIAL DUTIES (*Duties may include, but are not limited to, the following*):**

Provides lead direction to Customer Service/Accounts Specialists; trains and reviews the work of coworkers.

Answers phones and takes messages; responds to customer requests for information and forms; explains District policies and procedures; sorts and distributes incoming and outgoing mail; orders and maintains needed supplies.

Assists customers requesting to establish and/or terminate water service; accepts and receipts payments; makes arrangements for customer meters to be re-read and to check for leaks; modifies payment schedules upon request; follows up on customer complaints and notifies appropriate staff for assistance.

Downloads meter usage data; generates and mails utility billing statements; issues late notices and disconnect notices; maintains records of customer accounts.

Performs complex reconciliations, including bank reconciliations, cash, utility and postage reconciliations; prepares bank deposits; counts cash receipts and posts receipts.

Types correspondence, memoranda, and warrant lists, and composes routine letters and correspondence; prepares and issues purchase orders for material, supplies, equipment and services.

Maintains accounts payable and accounts receivable records, general ledgers and related accounting documents; enters adjustments according to well established procedures; prepares trial balances and locates discrepancies.

Process payroll, enters time and leave, updates system to reflect accurate salary, benefits, and deductions and makes adjustments as necessary.

Uses two-way radio to communicate with field personnel concerning emergency water shut-offs; notifies appropriate outside agencies and customers of water shut-offs by phone or mail; prepares internal communications detailing events and routes to appropriate staff.

### **QUALIFICATIONS**

#### ***DEMONSTRATED KNOWLEDGE OF AND PERFORMANCE IN THE FOLLOWING AREAS:***

- Basic principles of supervision and training;
- Principles and practices of bookkeeping and basic accounting practices;
- Commonly accepted financial and accounting practices, and procedures;
- Use of computers and software in the development of accounting records and financial reports;
- Principles and techniques of customer service;
- General office procedures;
- Basic mathematics including addition, subtraction, multiplication and division;
- Principles and practices of written communication, English grammar, punctuation and writing.

#### ***ABILITY TO:***

- Communicate effectively, both orally and in writing with customers over the counter and on the phone, deal with hostile or upset people;
- Perform basic mathematical computations, sufficient to calculate bills and maintain accounting records;
- Lead and direct the work of others, train others;
- Read, interpret and apply policies and procedures;
- Ability to write using standard business English;
- Type, word process, use adding machines, and enter data at an acceptable rate of speed;
- Use standard office software and learn to use proprietary accounting and related programs;
- Establish and maintain effective working relationships with coworkers, supervisors, customers and other encountered in the course of business.

***PHYSICAL AND SENSORY REQUIREMENTS***

- Sufficient eyesight to read fine statistical reports and standard text and data on computer terminal screens;
- Ability to speak and hear at normal conversational levels in person and over the telephone;
- Ability to lift and carry up to approximately twenty-five pounds; reach, bend, or crouch to use files and records;
- Manual dexterity to write legibly and to use calculators, computer terminals, and other general office machines.

***TRAINING AND EXPERIENCE GUIDELINES***

*Any combination of training and experience, which demonstrates attainment of the required knowledge and ability to perform the required work (with reasonable accommodation, if needed), typically:*

***EDUCATION:*** Equivalent to graduation from high school.

***EXPERIENCE:*** Three (3) years of responsible clerical and record keeping experience which included direct customer service.

***CERTIFICATIONS, LICENSES, AND REGISTRATIONS***

***A valid California class C driver's license must be maintained at all times.***