

LEAD CUSTOMER SERVICES REPRESENTATIVEDefinition:

Receives direction from the Deputy Director of Customer Services in leading and participating in the work of staff involved in a variety of duties involving customer service, answering customer inquiries (over the counter and over the phone), billing, work orders, and collections activities. Provides lead supervision over customer services staff.

Distinguishing Characteristics:

This is a lead supervisor class. It is distinguished from the Customer Services Representative series by the requirement to plan, organize, assign, review and coordinate the day-to-day activities of the staff in customer services, billing, collections, and mail distribution. This position works inside in an office environment on a continuous basis; sits for long periods; may lift and carry up to 35 pounds; regularly uses a personal computer and frequently conducts business over the telephone, and write or use a keyboard to communicate through written means. Perform simple grasping and fine manipulation.

Examples of Duties:

- plans, organizes, assigns, and reviews the day-to-day activities of the customer services, billing, collections or mail distribution staff;
- prepares new service orders, service change orders, and service disconnect orders;
- prepares and completes service billing and collection requests;
- responds to inquiries and complaints;
- notifies customers and others of water outages or other service changes;
- verifies service, high usage and low usage conditions;
- trains Customer Services Representatives;
- reviews procedures and may suggest different methods and practices;
- prepares reports as needed;
- develops and maintains records on Facility Agreements (FA), permits, construction water requests, will-serve notices, customer inquiries, backflow notices, FA billings deposit reports and other management statistical reports;
- coordinates billing software computer issues with vendor;
- assists with and coordinates billing cycles;
- may coordinate agendas and conduct customer services meetings;
- provides coverage, as needed, in Customer Services;
- develops and implements work schedules;
- authorizes overtime and reviews and sign timesheets;

LEAD CUSTOMER SERVICES REPRESENTATIVE

- reviews work and assist in preparing performance evaluations;
- may purchase supplies;
- direct the work of staff;
- perform related duties as required.

Qualifications:

Knowledge of:

- modern office procedures and computer equipment;
- the Agency's current computer software;
- Agency operations, policies, procedures, and facilities;
- laws and regulations concerning the sale and delivery of drinking water and irrigation water and collection of fees;
- use of the English language, grammar and punctuation;
- basic research techniques;
- arithmetic, including percentages;
- training techniques;
- principles of supervision.

Ability to:

- deal tactfully and courteously with the public, customers and staff;
- explain and interpret rules, regulations, and policies;
- communicate effectively both orally and in writing;
- review, analyze, prepare and revise policies and procedures;
- plan, organize, direct and review the work of staff;
- assist in evaluating performance;
- schedule and assign duties and staff;
- effectively use a personal computer and standard software;
- meet deadlines and make timely responses to customers' needs and requests; analyze data and draw logical conclusions;
- maintain accurate records and files.

LEAD CUSTOMER SERVICES REPRESENTATIVE

Education/Experience:

Sufficient education, training and experience to demonstrate the knowledge, skills and abilities listed above. These would normally be acquired by completion of an Associate degree in business and two years experience as a Customer Service Representative II with PCWA or an equivalent combination of education, training and experience.

License/Certificates:

Must possess and maintain a valid California driver's license with an acceptable driving record.