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# BORREGO WATER DISTRICT

## Job Description

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**DATE:** October 11, 2018  
**POSITION TITLE:** Customer Service Representative  
**FLSA STATUS:** Non-Exempt  
**GRADE LEVEL:** 1

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### Job Summary:

Under immediate supervision of the Administration Manager, to rotate between a variety of basic accounting, clerical, billing, accounts payable and customer service duties.

### Reports to / Supervision Received:

1. Manager: Administration Manager
2. Direct Supervisor: Administration Manager
3. Indirect Reporting Relationship: General Manager/Operations Manager

### Essential Functions:

1. Answer the telephone and greet office visitors, providing a variety of information, or referring them to appropriate staff
2. Complete water billing following Procedures provided by Springbrook from loading and unloading CMT's to mailing bills
3. Handle all water/sewer sales including closing and opening of accounts
4. Reconcile all deposits to trial balance and controls
5. Maintain a delinquent list of all accounts, including the preparation and mailing of final notices, shut off and turn on orders
6. Post payments to all customer accounts
7. Responsible for making daily deposits through the desk-deposit on-line banking system
8. Prepare month-end closing
9. Notify answering service of on call duty person (Night, weekend, holiday, emergency)
10. Keep up history book with articles from the Borrego Sun
11. Take applications for all new meter sales
12. Take applications and deposits for bulk water, maintain usage and billing records and calculate reads for bulk water and flushing for water production reporting
13. Manage and bill all Town Center Sewer Accounts – Prepare documents for sale and transfers of Sewer EDU's
14. Assist Administration Manager in the daily input of Journal Entries to G/L Accounts
15. Balance cash drawer to receipts daily
16. Perform other duties as assigned

**Knowledge, Skill and Experience:**

1. Minimum Education (or substitute experience) required:

One-two years of customer service/office experience. This position requires limited to moderate accounting, clerical and customer service skills

2. Knowledge of:

- Basic accounting principles
- Basic Microsoft Office programs
- Telephone Etiquette
- Filing and organizational techniques
- Customer service procedures and methods for resolving complaints
- Proper work safety standards

3. Ability to:

- Operate 10 key by touch
- Type 30-35 WPM
- Operate Personal Computer
- Compose general correspondence
- Write legibly and businesslike
- Organize and prioritize a variety of assignments
- Comply with the District's Safety, Health and Environmental policies

**Other Requirements:**

Willingness to work nights, weekends and overtime, as necessary.

**Physical Job Description**

<b>Job Title:</b>	
<b>Typical Working Conditions:</b> (Describe environment including exposure to heat, cold, fumes, chemicals, allergens, mold, etc.)	Office environment
<b>Equipment Used:</b> (List all manual and automated equipment used in the course of performing essential functions.)	Key Board, calculator, hole punch, typewriter, stapler, laminator, copy machine, postage machine, fax machine, telephone, Stuffing/ mailing machine, CMT
<b>Essential Physical Tasks:</b> (List all physical tasks encountered in performing essential functions.)	Lifting file boxes,

**Analysis of Physical Demands**

**Key** (Based on typical week):

**N**=Never

**R**=Rarely (Less than 1 hour per week)

**O**=Occasional (1%-33% of time)

**F**=Frequent (34%-66% of time)

**C**=Constant (over 66% of time)

Activity	Frequency					Activity	Frequency				
	N	R	O	F	C		N	R	O	F	C
<b>Lifting/Carrying</b>						<b>Twisting/Turning</b>					
Under 10 lbs			x			Reach over shoulder			x		
11-20 lbs			x			Reach over head		x			
21-50 lbs		x				Reach outward				x	
51-100 lbs	x					Climb		x			
Over 100 lbs	x					Crawl	x				
						Kneel		x			
<b>Pushing/Pulling</b>						<b>Squat</b>					
Under 10 lbs				x		Sit					x
11-20 lbs			x			Walk-Normal Surfaces				x	
21-50 lbs		x				Walk-Uneven Surfaces			x		
51-100 lbs	x					Walk-Slippery Surfaces		x			
Over 100 lbs	x					Stand				x	
						Bend			x		
<b>Driving</b>											
Automatic Trans	x										
Standard Trans	x										
<b>Other</b>											
Keyboard/Ten Key				x							
Fingering (fine dexterity)					x						
Handling (grasping, holding)					x						
Repetitive Motion - Hands					x						
Repetitive Motion - Feet		x									

Shiloh Muller

Date

Kim Pitman, Administration Manager

Date