

Pagosa Area Water and Sanitation District POSITION DESCRIPTION

TITLE:	Connections Coordinator	CLASSIFICATION:	
DEPARTMENT:	PAWSD	GRADE:	
DIVISION:	Customer Services	DATE:	March 2024
REPORTS TO:	Utilities Account Supervisor	FLSA STATUS:	Non-Exempt
INCUMBENT:		POSITION #:	
FULL-TIME:	<u> X </u>	SALARY:	\$20/hr

JOB SUMMARY STATEMENT:

Responsible for providing utility account support to the general public and contractors for the District. Support will not be limited to the utilities and will include a variety of District related issues. Responsibilities may include: Annual audit support, certification procedures and new account establishment as well as researching meter billing or reading issues and making appropriate adjustments, answering telephones and responding to emergency and non-emergency customer needs, making a variety of changes to customer accounts including manual billing processes, address maintenance, effecting new connections to the District, disconnect procedures and payment receipts, complete all areas of connections with proficiency. Will be required to work all shifts and be available for overtime as needed. Assists in the overall development of employee team.

DUTIES AND RESPONSIBILITIES:

1. Complete connections from initial customer interaction to completion of connection.
2. Calculate annual connections costs – working with Business Manager and Inventory Supervisor.
3. Update all applicable connection forms as needed in Microsoft Word and Excel.
4. Provide year-end connection data to Business and District Managers.
5. Issue Quit Claim Deeds
6. Issue Release of Easements reviewing the Cityworks map to ensure there are no mainlines running through any easements to be vacated.
7. Be proficient in Lot Consolidations and Un-consolidations and the ability to calculate Back Availability due.
8. Establish open communication with the Town of Pagosa Springs and Archuleta County.
9. Respond to requests from the Town or County regarding Plat Maps, Replats, Special Projects, etc in a timely manner.
10. Work with Customers/Developers on Water/Sewer Modelling requests and complete follow-up tasks as needed.
11. Work with Customers/Developers on Main Line Extension requests and complete follow-up tasks as needed.
12. Work with Customers/Developers on Water/Sewer Inclusion requests and complete follow-up tasks as needed.
13. Provide customer assistance regarding general account information and maintenance per District policies and procedures.
14. Create new customer accounts as needed.
15. Go to the County Clerk's office to obtain new Plats, Replats and Surveys for review and complete follow-up items.
16. Answers calls from the general public, responds to requests, takes appropriate action, and documents those actions according to policy; provides timely, courteous and efficient service to all customers
17. Responds to 2-way radio calls from field personnel and provides information as needed to field

personnel. Relays information to field personnel regarding service locations, valve locations and main locations. Calls in emergency crews as needed.

18. Performs routine data entry, filing, maintains office records, types memos, correspondence, proofreads typed documents, schedules meetings, sorts and distributes mail and performs various other routine clerical duties as assigned
19. Performs various job assignments including, but not limited to, processing customer service requests, payment processing to include general ledger update, payment arrangements on delinquent accounts, disconnect procedures, returned mail processing, research ownership and legal description changes, requests for closing information and reports of sale
20. Accurately determine and assess customer connection charges, enter manual billings or adjustments, enter monthly bank reconciliation entries
21. Investigate customer complaints, record facts, and respond to other agencies as needed to resolve complaints and provide information.
22. Investigate high water consumption on Dropcountr; resolve or schedule inspection. Follow-up with call or appropriate correspondence as well as perform meter and account maintenance in Mosaic
23. Receives and routes incoming telephone calls for other staff.
24. Performs various other duties as assigned.

EDUCATION & SPECIAL LICENSE(S)/CERTIFICATION(S);

High School diploma or equivalent

EXPERIENCE:

1. Two (2) years clerical experience required.
2. Two (2) years customer service experience required
3. Proficient in the use of standard Microsoft Office software

SKILLS:

1. Outstanding Customer Service communications
2. Proficient computer skills
3. General office machine operating skills
4. Proficiency in grammar and spelling: written communications and telephone etiquette
5. Map reading skills
6. Problem solving and prioritizing skills
7. Basic math
8. Multi-tasking

MENTAL REQUIREMENTS:

1. Ability to apply operational rules, regulations, procedures, and guidelines to carry out routine assignments and make decisions
2. Ability to work with minimal supervision and be self motivated
3. Ability to establish and maintain a positive, professional working relationship with all District Employees and Customers.
4. Ability to maintain composure in fast-paced work environment and/or stressful situations
5. Ability to follow procedures and/or oral and written instructions
6. Ability to communicate effectively both orally and in writing
7. Ability to deal with difficult customers with positive attitude
8. Ability to use various types of computer software and hardware
9. Ability to act and communicate as part of a team

PHYSICAL REQUIREMENTS:

1. Light lifting, capable of lifting up to 25 pounds
2. Tolerate extended periods of sitting and viewing computer screen

EMPLOYEE ACKNOWLEDGEMENT/SIGNATURE:

Employee Signature _____ Date _____

(PLEASE PRINT NAME) _____

SUPERVISOR ACKNOWLEDGEMENT/SIGNATURE:

Signature _____ Date _____

DISTRICT MANAGER APPROVAL:

Signature _____ Date _____