

Pagosa Area Water and Sanitation District POSITION DESCRIPTION

TITLE:	Utilities Accounts Agent 1	CLASSIFICATION:	UAA
DEPARTMENT:	PAWSD	GRADE:	
DIVISION:	Customer Services	DATE:	July 2011
REPORTS TO:	Utilities Account Supervisor	FLSA STATUS:	Non-Exempt
INCUMBENT:		POSITION #:	
FULL-TIME:	<u>X</u>	PART-TIME:	

JOB SUMMARY STATEMENT:

Responsible for providing utility account support to the general public and customers of the District. Support will not be limited to the utilities and will include a variety of District related issues. Responsibilities may include: answering telephones and responding to emergency and non-emergency customer needs, taking bill payments, answering questions for customers, entering data into databases, filing, processing mail, balancing daily cash receipts and notifying the proper authorities during alarms. Will be required to work as emergency situations may occur and be available for overtime as needed.

DUTIES AND RESPONSIBILITIES:

1. Provide customer assistance regarding general account information per District policies and procedures.
2. 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
3. Responds to 2-way radio calls and provides information as needed to field personnel.
4. Performs routine data entry, filing, maintains office records, sorts and distributes mail and performs various other routine clerical duties as assigned.
5. Performs various job assignments including, but not limited to, processing customer service requests and receipting payments
6. Controls access to the District office and directs visitors to various staff members
7. Receives and routes incoming telephone calls for other staff.
8. Performs various other duties as assigned.
9. Balances daily cash receipts.

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

High School diploma or equivalent

EXPERIENCE:

1. One (1) year clerical experience required.
2. One (1) year customer service experience preferred
3. Proficient in the use of standard Microsoft office software

SKILLS:

1. Proficient computer skills
2. General office machine operating skills
3. Proficiency in telephone etiquette
4. Map reading skills
5. Problem solving and prioritizing skills
6. Basic Math
7. Multi-tasking

OTHER REQUIREMENTS:

1. Ability to establish and maintain a positive, professional working relationship with all District employees
2. Ability to maintain composure in fast-paced work environment and/or stressful situations
3. Ability to follow procedures and/or oral and written instructions
4. Ability to communicate effectively both orally and in writing
5. Ability to deal with difficult customers with positive attitude
6. Ability to use various types of computer software and hardware

PHYSICAL REQUIREMENTS:

1. Light lifting, capable of lifting up to 25 pounds
2. Tolerate extended periods of sitting and viewing computer screen
3. Good hearing, good speaking voice

SUPERVISORY RESPONSIBILITY:

Direct: None

EMPLOYEE ACKNOWLEDGEMENT/SIGNATURE:

Employee Signature _____ Date _____

(PLEASE PRINT NAME) _____

SUPERVISOR ACKNOWLEDGEMENT/SIGNATURE:

Signature _____ Date _____

DISTRICT MANAGER APPROVAL:

Signature _____ Date _____