

North Marin Water District

RECEPTIONIST / CUSTOMER SERVICE ASSISTANT

*This class description is only intended to present a summary of the range of duties and responsibilities associated with the positions. Descriptions **may not include** all duties performed by individuals within the class. In addition, descriptions outline the minimum qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

DEFINITION

Under supervision, acts as a receptionist, answers the telephone, fields customer calls, receives payments and accounts for money, performs computer entry and clerical work including professional electronic correspondence, and related work as required.

DISTINGUISHING CHARACTERISTICS

This position is the initial contact for customers and visitors to the District, both by phone and in person, and therefore exhibits professional and tactful demeanor at all times. This position is distinguished from the Account/Credit Clerk position series in that it entails less billing functions and customer problem investigation and follow-up.

SUPERVISION RECEIVED

Receives direction and supervision from the Consumer Services Supervisor.

ESSENTIAL DUTIES (include but are not limited to the following):

Acts as receptionist and directs walk-in public to proper office; answers telephone and routes calls to proper departments and individuals; receives payments, makes change and gives receipts; answers service questions from consumers by telephone and via email; balances and counts cash; endorses and lists checks received; totals daily receipts and makes bank deposits; responds to customer inquiries on account status by accessing computer data; operates radio unit to transmit messages. Enters new vendors into the database, processes vehicle timesheets, scans disbursements and other miscellaneous documents, orders office supplies, processes backflow updates, processes address changes provided by USPS, processes customer changes submitted by LockBox, and maintains collection list.

OTHER DUTIES

Prepares reports, correspondence, schedules and statistical data. Handles LIRA applications including mailings and processing to customer accounts when received. Alphabetizes and files Sign In/Sign outs and Customer Profiles. Completes work orders in Core. Coordinates mailings of Delinquent Letters, New Customer Letters, Late Charge Letters, and any Consumer Services Department letters as needed. Creates Door Hangers, makes copies of forms, and assembles envelopes requiring labels. Fills in for other department personnel as required due to workloads, sickness or vacation. Processes mail in absence of District Secretary. Serves as backup to the Engineering Secretary in preparing and posting the Board agenda packet when the District Secretary and Engineering Secretary are absent. Coordinates or supports special projects and other District related duties as assigned.

Approved	DM
Date	12/15/20

QUALIFICATIONS (The following minimum qualifications are necessary for entry into the class)

Education/ Experience

Any combination of education and experience equivalent to possession of a high school diploma or its equivalent and two years of general clerical and public contact experience.

Knowledge/Skills/Ability

Knowledge of: The methods of receiving and accounting for money and general clerical procedures.

Skill in: Operating a personal computer and other office equipment.

Ability to: Use a 10-key adding machine by touch; compute and make changes quickly and accurately; keep accurate financial accounts and records; present a pleasant voice, manner and personality; meet the public courteously and effectively and to develop sufficient background knowledge in waterworks operation to properly answer their inquiries; operate office machines with proficiency; work under tight time frames and deadlines; exert judgment to prioritize needs; remain available nights, weekends and holiday in the event of an emergency; maintain effective working relationships with those contacted in the course of work.

License/Certificate

Possession of a valid Class C California driver's license

WORKING CONDITIONS/PHYSICAL REQUIREMENTS

Position requires working in a standard office environment and involves prolonged sitting, repetitive motion, walking, kneeling, squatting, stooping, turning, bending and upper body twisting in the performance of daily activities. The position also requires grasping, repetitive hand movement, and fine coordination in preparing statistical reports and data and using a computer keyboard. Additionally, the position requires near and far vision in reading statistical data and using the computer and hearing is required when providing phone service. Incumbents may be required to lift files, papers and reports weighing up to 25 pounds.

OTHER REQUIREMENTS

Per California Government Code, Title 1, Division 4, Chapter 8, Section 3100, "all public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law"