



## Position Title: Customer Service Specialist

**Reports To:**

Office Manager

**Fair Labor Standards Act Status:**

Full-time, FLSA Non-Exempt (hourly) position

**Salary Range:**

\$14 - \$21 per hour

**Work Location:**

Work is performed primarily at the District offices located at 103 N Douglas Ave, Ellsworth, Kansas 67439.

**Travel Requirements:**

Some limited travel, primarily for training may be required.

**Job Summary:**

The Customer Service Specialist is responsible for establishing and maintaining positive and professional relationships with our customers and vendors on behalf of the District. This includes timely processing of accounts payable and accounts receivable transactions, with a keen attention to detail and accuracy. The ability to multi-task is essential. In addition to excellent communication skills, both oral and written, the Customer Service Specialist assists with processing a variety of complex administrative tasks in support of the Office Manager. The Customer Service Specialist demonstrates exceptional problem solving skills and a strong commitment to teamwork.

Work is performed with a substantial degree of independence within a framework of prescribed policies and procedures. Good judgment, discretion and ability to maintain confidential information is expected. The Customer Service Specialist provides a broad range of support to the Office Manager, and must be able to prioritize multiple projects and learn new tasks quickly.

The Customer Service Specialist is required to perform on-call duties as scheduled by the Office Manager.

**Essential Duties and Responsibilities:**

- Demonstrates a thorough understanding of Water District Rules and Regulations, By-laws and other standards as they apply to customers.
- Provides courteous and efficient service to customers at the front desk, phone or email/written correspondence.
- Prepares payroll for review and approval by the Office Manager.
- Records expenditures and prepares project invoicing as necessary.
- Gathers data and prepares documents for timely payment of any loan document(s).
- Gathers and collects necessary documentation for project funding.
- Performs accounts receivable and customer service functions for wholesale customers.
- Conducts emergency notifications to customers of interruptions to water service.

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- Registers employees for training and conferences, including travel arrangements if required.
- Prepare invoices for data entry, verifies payment dates, receipts, coding, sales tax, and authorization.
- Enters, edits, and posts invoices and prepares checks, reports, and check register.
- Files paid invoices and maintains vendor files.
- Reviews requests for purchases in accordance with the purchasing policy.
- Prepares for and provides any documentation requested during the District's annual financial audit.
- Assists the Office Manager as back up for reconciliation of daily receipts.
- Inputs customer data supplied for meter reading.
- Reviews meter readings and creates work orders for potential reading errors, high usage or no usage reported.
- Prepares month end reports.
- Creates work orders for meter checks related to customer requests, leak detection, etc.
- Keeps the billing system current with the Water District's rate changes as well as state and local sales tax rates.
- Provides back-up support in preparing the Board of Director's agenda and ensuring all packet materials are distributed.
- Maintains communications and updates on the District's website.
- Performs other related duties as deemed necessary or as required.

### **Supervisory Responsibilities:**

No supervisory responsibilities.

### **Education and Experience Requirements:**

- High School Diploma and/or GED is required;
- Three to five years of customer service or accounting experience is preferred;
- Any combination of education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.
- Continuing education is expected and required.

### **License Requirements:**

- Valid Driver's license with good and insurable driving record (required);

### **Skills, Knowledge and Abilities:**

Knowledge of accounting principles and practices and of their application to utility systems. Knowledge of utility billing procedures. Ability to apply knowledge of accounting to the maintenance of varied accounts. Ability to understand and carry out oral and written instructions and to develop working procedures appropriate to objectives desired. Excellent customer service skills are required. Strong analytical skills, and administrative experience are necessary. The ability to work in a fast paced environment and to multi-task are essential. Ability to establish and maintain effective working relationships with supervisors, subordinates, other employees and the general public.

### **Tools and Equipment Used:**

Network computer system operating utility billing software; website; personal computer operating word processing, spreadsheet and data base software; 10-key calculator; telephone; copier; facsimile; and postage meter. The ability to adapt to new software and technologies as they are introduced.

### **Physical Requirements:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the

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duties of this job, the employee is frequently required to sit and talk and hear. The employee is frequently required to walk; use hands to operate, finger, handle or feel objects, tools, or controls; and reach with hands and arms. The employee must lift and/or move up to 20 pounds occasionally. Specific vision abilities required by this job include close vision and the ability to focus.

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee normally works within an office environment. The noise level is usually moderately quiet.