



## **POSITION DESCRIPTION AND QUALIFICATIONS**

### **Customer Service Tech I**

Market

Reports to: Customer Service / Water Efficiency Manager

Non-Exempt

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#### **GENERAL STATEMENT OF CLASS**

The Customer Service Tech I is essential for providing outstanding customer service and will engage in repetitive work associated with the maintenance of customer accounts, the processing of payments and collections, and direct customer interaction over the telephone and in the office.

#### **ESSENTIAL DUTIES**

Responsible for interacting with customers over the phone or in person with account, payment or service concerns. Performs various clerical responsibilities associated with collection reporting and balancing including, but not limited to, balancing of daily cash receipts, processing payments, starting or stopping service, processing overdue accounts, and making account adjustments. Active Communication and Respectfulness of co-workers and the public are skills required for this position, as are incorporating Medford Water Commission Values into daily activities.

#### **EXAMPLES OF WORK** *(Illustrative Only)*

- 1) Waits on customers, taking payments, answering questions, starting or stopping service
- 2) Opening, processes and balances mailed in payments
- 3) Takes incoming customer service calls
- 4) Makes account adjustments
- 5) Assists customers in making payment arrangements
- 6) Works with collection services on past due accounts
- 7) Dispatches service personnel for reconnection or emergencies
- 8) Acts as cashier, making change and printing receipts
- 9) Balances cash drawer daily
- 10) Prepares periodic, special accounting and other financial reports
- 11) Acts as backup to Customer Service Tech II position or Customer Service Lead
- 12) Other related duties as assigned

#### **KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED**

Knowledge of clerical methods, procedures, and routines; Skill in use of computer, typing, business Math and English; Ability to express oneself clearly, concisely, orally and in writing and to establish and maintain effective working relationships with co-workers, contractors and the public.



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#### **COMPETENCIES**

Communication Proficiency, Customer/Client Focus, Organizational Skills, Problem Solving/Analysis, Technical Capacity, Accuracy and Accountability

#### **TRAINING, EXPERIENCE, AND LICENSING REQUIRED**

High School or vocational school graduation and two (2) years of clerical, accounting, billing or related experience; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above; Valid Oregon Driver's License and acceptable driving record.

#### **PHYSICAL REQUIREMENTS**

Positions in this class typically require: repetitive motions, reaching, standing, walking, fingering, grasping, talking, hearing and seeing.

Light Work: Exerting up to 20 pounds of force occasionally, and/or 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.