

# Customer Care Associate III- IP

Job Type: Regular



**Open Date:** 11/01/22

**Primary Recruiter:** Jessica Brown

**Close Date:** 11/09/22 at 12 a.m.

**Compensation:** \$30.36 per hour

**Level ID:** 3112 Customer Care 2

**Location:** Valley View Campus

3 VACANCIES

Hours of Work: 4/10's, shift to be determined based on operational needs

The ideal candidate will have knowledge of Customer Care applications including CIS (C2M), Avantis, and Project Hub; will be able to perform a thorough and detailed review of accounts across a wide variety of applications; and will demonstrate the leadership experience necessary to serve as a technical lead and provide clear and concise directions to others to ensure the successful resolution of customer accounts.

**INTRODUCTION:** Human Resources will screen applications and supplemental questionnaires for minimum qualifications. Candidates possessing the minimum qualifications will be forwarded to the hiring department for further evaluation and to determine who will be invited to the formal interview process. The successful candidate may be required to pass a job-related physical evaluation.

## GENERAL PURPOSE

Under general supervision, performs more difficult and specialized customer care activities and work processes; performs customer service functions for large complex and commercial accounts; researches and analyzes complex and sensitive customer account cases; determines appropriate account billing solutions; performs credit, collection and debt resolution and write-off on high risk/high value accounts; takes over complex and sensitive customer account situations escalated from other Associates and seeks to reach mutually satisfactory resolution of problems and complaints; ensures customer interactions meet high standards for the customer experience; and performs related duties as assigned.

## DESIRED MINIMUM QUALIFICATIONS

### Knowledge of:

Principles and practices of effective customer service and customer-oriented telephone etiquette; standard office practices and procedures; sound business communication principles and practices; correct English usage, including spelling, grammar and punctuation; meter to cash business processes; District Water Service Rules and division policies, practices and procedures applicable to the work including commercial accounts, billing, collections and credit; call center equipment, operations and protocols; operations, uses, parameters and requirements of the District's customer billing and information system; general characteristics of the District's customer base and factors impacting consumption levels; business math.

### Ability to:

Perform in-depth research of complex account situations and apply District Water Service Rules, policies and procedures regarding water services, rates and fees to complex and varying account circumstances; reach sound conclusions and decisions in accordance with established Rules, policies and procedures; quickly, efficiently and calmly handle customer interactions by telephone and/or in person; handle highly sensitive, escalated customer

relations situations with a high degree of acumen and diplomacy; calmly defuse emotional and volatile situations; operate an on-line computer terminal, multi-line sophisticated call center telephone equipment and other standard office equipment; understand and carry out written and oral instructions; communicate clearly and effectively orally and in writing; prepare clear, accurate and concise computer entries and basic correspondence; maintain sensitive and confidential information; use tact, discretion, patience and understanding in dealing with customers and the public; establish and maintain highly effective working relationships with District staff, customers and others encountered in the course of work.

### **Training and Experience:**

A typical way of obtaining the knowledges, skills and abilities outlined above is graduation from high school or G.E.D. equivalent and at least two years of customer care experience as a Customer Care Associate II; or an equivalent combination of training and experience.

### **PHYSICAL AND MENTAL DEMANDS**

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **Physical Demands**

While performing the duties of this class, employees are required to sit for extended periods; talk or hear, by telephone and in person; use hands repetitively to finger, handle, feel or operate standard office equipment; and reach with hands and arms. Employees are frequently required to walk and stand.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

#### **Mental Demands**

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret complex data and information; make arithmetic calculations; analyze and solve customer and account problems; observe and interpret situations; learn and apply new information; rapidly perform highly detailed work on multiple, concurrent tasks; work with constant interruptions; interact with District staff, customers who are often upset and dissatisfied and the public.