

The Fauquier County Water and Sanitation Authority

is accepting applications for the position of **Customer Service Representative** (Grade 13) with a starting salary of \$46,141. Graduation from high school and one year of experience in customer service or a combination of equivalent education and experience which provides the required knowledge, skills, and abilities. Possession of a valid Virginia Driver's License which is free of violations for a period of three years.

Applications, along with a job description, may be obtained on the Authority's website at www.fcwsa.org by the following the "Admin" link at the top of the page. Applications will be accepted for this position until it has been filled.

Fauquier County Water and Sanitation Authority
7172 Kennedy Road
Warrenton, VA 20187
Phone: (540) 349-2092 ext. 115
Fax: (540) 347-7689
Attn: Nikki Martin

The FCWSA is an Equal Opportunity Employer.

CUSTOMER SERVICE REPRESENTATIVE

FLSA Status: Non-Exempt

GENERAL DEFINITION OF WORK:

Performs a customer service work in all customer service facets, including but not limited to processing transactions, inquiries, request for services, terminations, billing information and other related matters via telephone, mail, email, fax, and face-to-face contact. Performs routine clerical work, processes the mail, collects customer payments, maintains the office supplies. Work is performed under the direct supervision of the Office Manager.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

- Responds to customer needs by answering general billing and account questions (i.e., account balance, disconnect information, general components of a bill, bill due dates, etc.);
- Applies routine changes to customer accounts;
- Navigates customer accounts using billing software;
- Conducts basic account research to obtain information and/or resolve problems;
- Answers telephone and in-person inquiries from customers concerning service, billings, water quality, and other water and sewer related matters;
- Follow procedures, researches customer records and data to satisfactorily respond to varying inquires and complaints;
- Operates the switchboard and office lobby and greets public and directs them to appropriate staff personnel;
- Reconciles customer payments with bill stubs and prepares daily bank deposits;
- Distributes the mail, performs routine typing as required;
- Maintains and orders the office supplies;
- Recommends billing adjustments to correct billing;
- Process disconnections and places liens;
- Initiates field personnel to re-reads, service problems and disconnects;
- Collects, organizes and maintains homeowner's authorization for tenant accounts;
- Manually enters meter readings for Remington Sewer accounts
- Available to work on an on-call, as needed basis.
- Performs related work as required

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of modern office practices and procedures including standard office equipment such as; typewriters, photocopiers, facsimile machines, computer equipment, and software applications; ability to communicate effectively and maintain effective working relationship with the public, customers, co-workers and supervisor; ability to work accurately and calmly under pressure; ability to record data legibly; ability to operate automated data systems; ability to work with figures quickly and accurately; operational knowledge of office machines; ability to operate an automobile; ability to type accurately at an acceptable rate of speed; good command of the English language; ability to follow instructions both verbally and written clear and pleasant telephone voice and manner.

EDUCATION AND EXPERIENCE:

Graduation from high school and one year of experience in customer service or a combination of equivalent education and experience which provides the required knowledge, skills, and abilities.

PHYSICAL REQUIREMENTS:

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally, and negligible amount of force frequently or constantly to move objects; work requires reaching, fingering, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of spoken word; hearing is required to receive information at normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

SPECIAL REQUIREMENTS:

- Possession of a valid Virginia Driver's License which is free of violations for a period of three years.