

COMMUNITY WATER COMPANY OF GREEN VALLEY
CUSTOMER SERVICE ANALYST
(Non-exempt)

Reviewed: January 16, 2019
Revised: January 16, 2019
Reports to: Arturo Gabaldon, President

Job Objectives:

Customer Service Analyst performs a wide variety of customer service duties; interacts with the company's customers and staff to provide them with information regarding utility services and help resolve customer and staff inquiries, responsible for billing and collections, and create and completing work orders.

How should a Customer Service Analyst spend their time?

- Greeting customers and listening to their requests
- Answer customer inquiries in person, on the phone, and by email
- Distribute inquiries and correspondence as appropriate
- Process payments and perform billing functions
- Research and report results of investigations
- Input and update computer files
- Perform customer service functions (sewer report, backflow, sales taxes, etc...)
- Collecting and distributing daily mail
- Prepare and distribute customer communication (collection, past due, etc.)
- Other duties as assigned

What are the Customer Service Analyst highest duties?

- Professional and respectful to the public and co-workers
- Accuracy in data input
- Completeness in reporting and research
- Dependable and reliable attendance
- Honesty and integrity
- Be familiar with the policies, rules, and regulations of the Company

What does it take to be a successful Customer Service Analyst?

- Follows instructions and procedures correctly
- Diligent and accurate in completing tasks
- Ability to adapt and learn water utility business
- Communicate effectively (verbal, phone, email, text, written letters, face-to-face)
- Understand and be empathetic with customers
- Able to type and use a calculator with a high degree of accuracy

How does a Customer Service Analyst know they have done an excellent job?

- Processes are error free
- Customers acknowledge your good service
- Positive results of customer surveys

Other Requirements:

- Possess a high school diploma or equivalent
- Proficient in using Microsoft Word and Excel (will be tested)
- Capable of touch typing at least 40-words per minute
- Two (2) years' experience in customer service
- Two (2) years' experience handling money transactions accurately
- Excellent telephone and person to person communication skills

Physical Requirements:

- Legible handwriting
- Able to sit for extended periods greater than 2-hours
- Able to read and comprehend computer screens
- Able to read small font sizes (10 points or lower) for a prolonged period
- Able to lift upto10 pounds frequently and 25 pounds occasionally

Conditions of Hire:

- Pass a medical examination to ensure fit for the job
- Pass drug and alcohol testing
- Provide documentation showing legal right to work in Arizona and USA

NOTE 1: Management has the right to revise this job description at any time. The job description is not a contract for employment, and either the employee or the employer may terminate employment at any time, for any reason.