

# Manchester Water District

## JOB DESCRIPTION

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<b>POSITION:</b>	Customer Service Representative (CSR)
<b>SALARY GRADE:</b>	\$23.34 - \$32.92
<b>STATUS:</b>	Non-exempt
<b>REPORTS TO:</b>	Accounting Specialist, General Manager
<b>EFFECTIVE DATE:</b>	March 2025

### GENERAL POSITION SUMMARY:

The District's CSR is often the initial point of contact for District customers, developers, vendors, and Port of Manchester patrons. The position's main duty is to answer incoming telephone calls and respond to customer inquiries. They may also compile and input data for meter reading and utility billing; generate Field Operations service requests; post applicable account fees and credits; and generate various reports. The successful candidate must possess strong verbal and written communication skills and represent the District in a professional and courteous manner.

### ESSENTIAL DUTIES:

- Provide customer service by greeting visitors, answering questions, processing changes to accounts, preparing correspondence, generating service orders, and routing phone calls
- Daily reconciliation of cash drawer and maintenance of locate ticket logbook
- Receive and process daily receipts and post payments to customer accounts
- Prepare daily bank deposits
- Generate monthly Port of Manchester Board meeting packets for public and Board disbursement
- Generate monthly consumption and billing report

### SECONDARY DUTIES:

- Assist other District staff, as needed
- Post notices, advertisements, and legal ads, as needed
- Perform daily back up of server data
- Update and maintain District and Port website
- Other duties as assigned

### JOB PRESSURES:

Position is moderately complex due to the broad scope of work and knowledge required. Work functions are frequently interrupted by telephone and walk-in customers. The requirement to interact with customers can also impact job pressures.

### DECISION MAKING AND JOB IMPACT:

Position regularly exercises independent judgement regarding customer interactions, though most activities are based on established procedures. Position occasionally experiences deadlines and changing priorities.

## INTERPERSONAL SKILLS:

Communication and customer service skills are very important to this position due to the significant amount of contact with the public. Position handles some personal information (client related) necessitating discretion. Position is responsible for modeling District values.

## DESIRED MINIMUM QUALIFICATIONS:

### Education and Experience:

- High school diploma or GED certificate plus some higher education and/or vocational training specializing in customer service, billing, finance and/or computer software
- Two years of related experience (customer service, billing, finance and/or computer software) highly desirable

### Certifications/Licenses:

- Must have a Washington State Drivers License and a good driving record
- Willing to acquire Notary Public license

### Knowledge, Ability and Skills:

- Basic computer and data entry skills (minimum of 50 words per minute)
- Knowledge of general office machines (fax, 10-key, copier, etc.)
- Ability to plan, organize, and schedule work
- Excellent organizational skills
- Ability to research and synthesize information
- Good customer relations and communication skills
- Ability to work tactfully with difficult and unreasonable people
- Good reasoning, judgement and decision-making skills
- Ability to read, write, speak and understand English
- Basic mathematical ability including bookkeeping level accounting skills
- Ability to read a map

### Physical Requirements And Potential Hazards:

The proceeding identifies the physical demands and potential hazards typically encountered by the position. The information is necessary in part to ensure compliance with the Americans with Disabilities Act (ADA). The following is a brief explanation of each rating given below:

- **Not Applicable.** Not applicable or not required of the position.
- **Not Essential.** Requirement is present but is not essential to the position.
- **Occasional.** Occasional (up to 33% of working time) yet essential to the position. Example: a lifeguard swims only occasionally but it is essential that a lifeguard be able to swim.
- **Frequent.** Between 34% and 66% of working time.
- **Continuous.** Between 67% and 100% of working time.

Activity	Not Applicable	Not Essential	Occasional	Frequent	Continuous
Sitting					X
Walking			X		
Standing			X		
Running	X				
Bending or twisting			X		
Squatting or kneeling		X			
Reaching above shoulder level			X		
Climbing (i.e., ladders)		X			
Driving cars, light duty trucks		X			
Driving heavy duty vehicles	X				
Using foot controls	X				
Repetitive motion of hands and/or fingers					X
Grasping with hand(s), gripping					X
Lifting/carrying 10-25 pounds			X		
Lifting/carrying 26-50 pounds		X			
Lifting/carrying more than 50 pounds	X				
Pushing/pulling		X			
Work in or exposure to inclement weather	X				
Work in or exposure to cold weather	X				
Exposure to dust, chemicals, and/or fumes	X				
Use of hazardous equipment	X				
Work at heights (reservoirs, etc.)	X				
Exposure to electrical current	X				
Seeing objects at a distance		X			
Seeing objects peripherally		X			
Seeing close work (i.e., typed material)					X
Distinguishing colors			X		
Hearing conversations and/or sounds					X
Hearing via radio or telephone					X
Communicating through speech					X
Communicating by writing and reading					X
Distinguishing odors by smell		X			
Exposure to aggressive/angry people				X	
Respiratory protection needs	X				
Exposure to work in confined spaces	X				
Other (specify)					

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Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
General Manager Signature

\_\_\_\_\_  
Date