

**Phelan Piñon Hills Community Services District**  
**Job Description**  
JOB TITLE: Administrative Technician I (Customer Service)

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EXEMPT:	No	SALARY LEVEL:	50
DEPARTMENT:	Administration	APPROVED:	6/2/2014
REPORTS TO:	Administrative Services Manager		

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**SUMMARY:**

Under the general direction of the Administrative Services Manager, the Administrative Technician I performs a variety of routine customer service functions, billing functions, clerical and administrative support functions, delinquent accounts functions, and accounts receivable functions. The Administrative Services Manager will assign some or all of the essential and secondary duties listed below to Administrative Technician I personnel, as deemed appropriate and necessary.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** (Responsibilities and duties may include, but are not limited to, the following)

- Responds to customer requests in person or by telephone, mail, e-mail, or fax to initiate, add, or terminate water service accounts; explains billing practices and rates; processes turn-on and turn-off requests, new and transfer accounts, and service orders.
- Receives and applies payments to customer accounts received in person or through the mail.
- Generates service orders for field staff.
- Prepares and posts account service, comments, and payment data to customer records by computer.
- Assists with collection process by following up with letters in an effort to make collections, and prepares and files liens with the County.
- Runs reports on accounts that have liens, tracks liens in spreadsheets and maintains lien release records, prepares and submits lien releases to County.
- Orders and maintains supplies for the office, and prepares requisitions for miscellaneous items as assigned and in adherence with District's purchasing policy.
- Performs a wide variety of clerical tasks, including typing letters, memos, data entry, maintaining files, scanning files, picking-up and dropping off mail at post office, and sorting mail for distribution to District personnel.
- Answers and directs calls to appropriate District staff; answers a broad range of general information questions about District programs, policies, and procedures.
- Performs routine administrative activities in support of various departments, which may include developing and updating a variety of databases and ability to perform complex mailing distributions.
- Schedules community center rental, including updating the calendar, preparing invoices, compiling deposit checks and insurance, creating and closing rental accounts, refunding deposit checks, keeping track of expiration dates on insurance.

- Operates a variety of office equipment including copier, fax machine, adding machine, postage meter, and scanner; utilizes various computer applications and software packages; maintains and generates reports.
- As assigned, assists with designs of exhibits or similar materials, creates text and graphic layouts of internal and external communication pieces and collateral materials, including pamphlets, flyers, fact sheets, brochures, invitations, and giveaway/collateral materials.
- Reads, understands, and ensures compliance with the District's safety policies; attends safety meeting as required; reports all accidents, violations, or infractions to supervisor.
- Participates in cross-training and provides backup to other department staff.
- Regular attendance at worksite.
- Performs related duties and responsibilities as required.

#### CERTIFICATES, LICENSES, REGISTRATIONS:

- Possession of, and the ability to maintain, a valid California Driver's License with a satisfactory driving record is required.
- Possession of, and the ability to maintain, current driver's insurance is required.

#### EDUCATION AND/OR EXPERIENCE:

- High school diploma, or equivalent.
- Minimum of two (2) years related experience, or training and education, or a combination of training and education necessary to meet the minimum requirement.
- Completion of, or ability to complete within one year of appointment, either six (6) semester units or eight (8) quarter units of coursework in communications, customer service principles, accounting, or computer technology at an accredited college or university, or ninety (90) contact hours of instruction in customer service principles, accounting, or computer technology at a recognized vocational or adult school, or an equivalent program of instruction acceptable to the District.
- Experience in customer service functions in a government or public utility setting is highly desirable.

#### QUALIFICATION REQUIREMENTS:

The requirements listed below are representative of the knowledge, skill and/or ability required.

#### KNOWLEDGE OF:

- Modern customer service techniques, practices, and principles; techniques for dealing with delinquent accounts.
- Modern office procedures, methods, and equipment, including computers, software applications such as word processing, spreadsheets, statistical databases, and automated accounting systems.
- Cash handling techniques.
- General business mathematics and calculations.
- Correct English usage, including spelling, grammar, and punctuation.
- District personnel rules and policies.
- Principles and methods of business correspondence, recordkeeping, and filing.

ABILITY TO:

- Provide tactful and courteous service to the public.
- Resolve complaints in a calm and effective manner.
- Perform mathematical calculations accurately and quickly.
- Respond to requests for information from the public and other departments in an accurate and timely manner.
- Explain District policies and procedures to customers.
- Work under steady pressure with frequent interruptions.
- Work independently in the absence of close supervision.
- Understand and carry out oral and written instructions.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain cooperative working relationships with those contacted within the course of work.

TYPICAL PHYSICAL DEMANDS:

The physical activities described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- On a continuous basis, sit at a desk and in meetings for long periods of time.
- Use a computer for long periods of time.
- Write or use keyboard to communicate through written means.
- Perform simple grasping and fine manipulation of objects.
- Travel occasionally by automobile in conducting District business.
- Occasionally travel by airplane in conducting District business.
- Regularly required use of hands to manipulate, handle, or feel objects, tools, or controls; reach with hands and arms; and talk or hear.
- The employee frequently is required to sit.
- Occasionally required to stand, walk, stoop, kneel, crouch or crawl.
- Must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds.