



Pend Oreille County Public Utility District  
An Equal Opportunity Employer

## Customer Service Representative II Billing, Credit & Collections

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<b>Department/Location:</b>	Customer Service/Newport	<b>FLSA Status:</b>	Union Non Exempt
<b>Reports To:</b>	Director of Customer Service & Metering	<b>Grade:</b>	N/A
<b>Supervises:</b>	N/A	<b>Revision Date:</b>	12/15/2019

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### **Job Description**

Responsible for providing service to customers by administering Credit/Collections, Billing, and Line Extension/Upgrade (Electric, Water, & Fiber) functions, handling escalated or complex customer concerns, and to assist in the development of customer service employees to ensure professionalism, service expectations are achieved and departmental policies and procedures are followed.

### **Essential Functions:**

- Support the District's mission to serve our customers and foster a positive workplace.
- Contribute to achieving the department's service level goals and performance standards by providing quality customer interactions and resolutions by adhering to quality standards.
- Ensure satisfactory resolution to customer issues by answering inquiries related to the positions accountabilities, coordinating with others in the department and the District to verify the accuracy of information, resolving complex issues, and by adhering to District procedures.
- Contribute to protecting the District's assets by preparing for and maintaining accounts for external collections, and by performing the tasks necessary to process customer accounts through internal collection and bankruptcy processes and by daily follow up of returned payment transactions.
- Ensure accurate and timely deposit of daily receipts by preparing bank deposits, processing online payments, processing and resolving daily bank deposit corrections, and by processing returned items.
- Ensure timely and accurate customer billings by processing new services, service removals, and meter exchanges in the customer information system using the correct billing information.
- Provide timely resolution to billing exceptions or inquiries by calculating customer billings, checking for accuracy against historical billings and consumption.
- Process customer requests from start to completion for new electrical, fiber and water service, and upgrades to existing services. Maintain record keeping of electrical, fiber and water service requests.
- Prepare and maintain activity reports for management.
- Contribute to achievement of department goals by training other Customer Service employees, and ensuring department staff maintain essential knowledge of processes as they relate to employee's jobs by conducting training sessions for staff and providing extended job shadowing sessions for Customer Service Representatives as assigned.
- Develop customer service employees by mentoring, coaching and training on CSR II and other customer service duties, processes, policies, and procedures.
- Contribute to the achievement of department goals by cross training with other CSR II and providing back up to each other as needed and by assisting other areas of the department and assuming allocated tasks in support of team members in CSR II or other customer service positions as required.
- Assure the collection and retention of the department's records by assessing documents and applying the proper retention requirements according to defined criteria, classifying documents or records, and ensuring appropriate



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document activities are completed according to the department's records retention system, escalating issues or concerns to the Departments supervisor.

- Provide backup support to Customer Service I and II to cover breaks, vacations, outages, and emergencies.
- Perform other duties as requested.

### **Essential Duties:**

- Process billing cycle(s); including billing reports, edits, adjustments, etc. for electric, water and fiber services.
- Perform checks and edits on connects, disconnects, and any other type of order that may affect customer billings.
- Set up customer accounts on Budget billing as requested, monitor and make appropriate adjustments and customer notifications as necessary.
- Process customer account refunds, including but not limited to deposits, credit balances, and solar.
- Post wire payments
- Review, monitor and make appropriate adjustments to web payments, OBI report, deposit summary and returned payments.
- Create and maintain yearly billing and delinquent schedule.
- Respond to complex billing inquiries.
- Interact with agencies regarding customer accounts and financial assistance. Apply assistance to account and monitor program.
- Accept and process creditor claims, delinquent deceased accounts and bankruptcy notifications.
- Prepare disconnect for non-payment service orders, process reconnect and field collection fees.
- Prepare pre collection letters and submit accounts to external collections agency.
- Watch for tampers and unauthorized meter usage.

### **Other Duties:**

- Must work directly or indirectly with District customers on a regular, ongoing basis. Must provide a high level of professional, prompt, efficient, accurate, courteous, and reliable service in such a manner as to reflect favorably on the District and to ensure high quality service to District customers.
- Understand and demonstrate a commitment to the P. U. D.'s mission, vision, core values, and strategic plan.
- Adhere to all safety policies and procedures. Promote a safe work environment for all employees, contractors, and customers, in order to ensure a reliable workforce and an educated community.
- Be respectful of all employees and customers, listening to their requests and understanding their needs.
- Act as a responsible steward of public assets and trust. Foster open and honest communications, listen, and understand other perspectives.
- Foster teamwork and promote unity of the District and its departments.
- Perform other duties as assigned.



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### Education, Experience, & Training Required

- High school diploma or equivalent.
- At least six (6) months experience as a CSR I. The District may approve substitution of other applicable internal or external experience.
- Pass District tests identified in the Office & Customer Service Classification Testing Profile & Development Plan.

### Knowledge/Skills Requirements:

- Completion of training requirements for role, including cross training, classes or other training assigned.
  - Training, testing, & performance standards must be met prior to moving to next step in training process.
- Excellent customer service, communication, and conflict management skills.
- Ability to communicate effectively with the public.

### Other requirements if box is checked

- Valid driver license
- CDL Endorsement
- Professional license or registration
- Post-offer drug test
- Post-offer background check
- Education/training required as a condition of employment, progression or advancement

### Physical Requirements

- Most working time is sedentary in nature, or standing/walking primarily in a controlled office environment. Occasional trips to other District work sites and other locations for project work, meetings, training, etc.
- Frequent use of a computer and exposure to terminal screens.
- Frequent repetitive hand/wrist motions and finger manipulation.
- Frequently handle material of moderate weight, up to 15 pounds and occasionally 30 pounds.
- There is occasional exposure to hazards or risk of injury that are primarily protected against or predictable.
- Typically requires use of one of more senses of medium intensity and long duration.
- Under regular pressure to meet deadlines, perform tasks with a high degree of accuracy, process a large volume of work and resolve issues related to business needs of the District.



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**Approvals:**

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<b>IBEW Representative</b>	<b>Date</b>
_____	_____
<b>General Manager</b>	<b>Date</b>
_____	_____
<b>Human Resources Manager</b>	<b>Date</b>
_____	_____

Public Utility District No. 1 of Pend Oreille County is a publicly owned municipal corporation organized under the laws of the State of Washington. The primary purpose of the PUD is the efficient generation, transmission and distribution of electrical energy. The PUD serves the residents of Pend Oreille County and operates on revenues from the sales of its utility services. Employment at Pend Oreille County Public Utility District is at-will. This job description is not a contract of employment. Signing of this document is an acknowledgement of responsibilities assigned to this position.