



**DEPARTMENT OF HUMAN RESOURCES**  
**POSITION DESCRIPTION**

<b>CLASS TITLE: CUSTOMER REVENUE SPECIALIST I</b>	<b>CLASS CODE: CS07</b>
<b>DEPARTMENT: Finance</b>	<b>PAY GRADE: 42</b>
<b>REPORTS TO: Administration Manager</b>	<b>FLSA: Non-Exempt</b>
<b>SUPERVISES: N/A</b>	<b>REVISED: 07/20/22</b>

**PURPOSE AND SCOPE:**

Under the direct supervision of the Administration Manager, provides excellent customer service to residents, visitors and associates, ensuring calls are answered in a timely, efficient, and knowledgeable manner; collects and processes daily payments; and maintains accurate customer account information and processes other finance functions as directed. Provides Wastewater and Solid Waste administrative support as assigned. This position is designated as Non-Essential in the event that the District's Emergency Operation Plan is activated.

**ESSENTIAL FUNCTIONS:**

% Time (Total of Essential Functions Must Equal 100%)

- 35% Receive and process customer wastewater payments. Responsible for receipts and handling revenue. Responsible for end of day balancing and preparing daily deposits. Processes tax payments from other entities. Prepare routine and on-request operational, analytical, and statistical reports. Responsible for processing electronic data daily for cash receipting. Processes daily mail, bank deposit, and routine clerical tasks.
- 35% Answer phone calls daily and fields to appropriate staff or departments. Handles all customer experience dealing with the front office, Solid Waste collections and Wastewater activities. Ensure the customers experience are answered in a timely, courteous, professional, efficient and competent manner. Provide excellent customer relations with best possible outcomes.
- 20% Process wastewater permit applications. Maintain current and accurate customer account data. Processes Wastewater work orders for disconnects, odors, and manhole cover issues. Investigates and initiates delinquent account recovery compliant with related laws and statutes.
- 10% Prepares and analyzes customer consumption and usage trends to evaluate and compose reports for wastewater rate study and management. Other tasks as assigned to ensure the success of the District's mission.
- 100% Total Essential Functions

**MARGINAL FUNCTIONS:**

- May be required to work during emergencies as directed.
- Performs other duties as required.

**EQUIPMENT:**

Motor vehicle, calculator, typewriter, personal computer, printer, software, copy machine, telephone, charts, contracts, diagrams, reference books, maps, manuals, fax and files.

**WORKING CONDITIONS:**

Working inside protected from the weather.

**HAZARDS:**

None

**PHYSICAL DEMANDS CATEGORY:**

**SEDENTARY.** Defined in the Dictionary of Occupational Titles as jobs requiring occasional lifting up to 10 lbs., negligible frequent lifts, negligible constant lifts, and a MET level of between 1.5 to 2.1.

**PHYSICAL JOB DEMANDS:**

	<b>Not Required</b>	<b>Infrequent</b>	<b>Occasional</b>	<b>Frequent</b>	<b>Constant</b>
		<i>Not on Daily basis</i>	<i>0-33% of shift, 1-100 repetitions</i>	<i>33-66% of shift, 100-500 repetitions</i>	<i>67-100% of shift, 500+ repetitions</i>
<b>Standing</b>			X		
<b>Walking</b>			X		
<b>Lifting</b>		10#			
<b>Carrying</b>		10#			
<b>Push/Pull</b>	negligible	negligible			
<b>Climbing</b>		X			
<b>Balancing</b>		X			
<b>Bending</b>			X		
<b>Kneeling</b>			X		
<b>Crawling</b>	X				
<b>Reaching</b>		X		X	
<b>Handling</b>		X		X	
<b>Squatting</b>			X		
<b>Sitting</b>		X			X

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- General knowledge of Microsoft Windows, Outlook, and other Microsoft software.
- Knowledge of routine office procedures and machinery.
- Excellent interpersonal, organizational, and communication skills.
- Knowledge of the JIPSD work order program and GIS systems for customer lookup.

- Ability to comprehend general instructions.
- Working knowledge of current Use & Rate ordinance and operating practices.
- Ability to abide by JIPSD's Code of Conduct/Behavioral Standards.
- Ability to communicate well, both orally and written.
- Ability to use, write and comprehend routine reports and business correspondence.
- Ability to respond to common inquiries or complaints from the general public.
- Regular attendance is required.
- Job performance must conform to all District policies and procedures.

**MINIMUM EDUCATION, TRAINING, AND EXPERIENCE REQUIREMENTS:**

Bachelor's Degree , Associate's Degree plus one (1) year of customer service experience, or an equivalent combination of education and experience. Must possess a valid S. C. Driver's License.


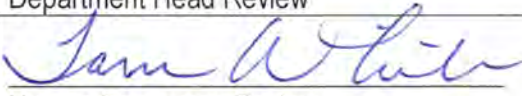
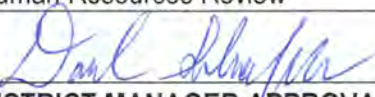
**Position incumbents must have successfully completed and possess all of the following specific certifications within eighteen (18) months of the above revised date – or within eighteen (18) months of appointment to this position title. Failure to do so may result in termination of employment:**

- NIMS 100PWb
- NIMS 700

**NOTES:**

The listing of the essential functions in this class specification is representative, not exhaustive. It is not necessarily a detailed description of all work responsibilities, and it does not give exclusive title to every function described. The indicated percentages of time are intended to be a meaningful representation but may vary. Job performance must conform to all JIPSD policies/procedures and applicable SOGs. All associates entering into this position title on or after the revised date above will be required to possess the position requirements as specified on this document. This is not a contract of employment and should not be relied upon as such.

**MANAGEMENT REVIEW/APPROVAL SIGNATURES:**

 Department Head Review	<u>7/28/2022</u> Date
 Human Resources Review	<u>7/28/2022</u> Date
 <b>DISTRICT MANAGER APPROVAL</b>	<u>7/28/2022</u> <b>DATE</b>

I certify that I have received a copy of this Position Description:

\_\_\_\_\_  
Employee's Name – Please Print Legibly

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

*James Island Public Service District is an Equal Opportunity Employer and Provider, an At-Will Employer, and a Drug-Free Workplace. We Participate in E-Verify.*