**MOUNTAIN WATER & SANITATION DISTRICT**

**JOB DESCRIPTION**

**JOB TITLE:** Customer Service Representative

**JOB PURPOSE:** The Customer Service Representative position performs the billing, accounts payable, accounts receivable and customer service tasks needed for efficient operation of the District. This position is also responsible for the District’s paper and electronic files.

**JOB CLASSIFICATION:** The Customer Service Representative job is a part-time position.

**REPORTING:** All District employees are at-will employees hired by the Board of Directors. The Board of Directors establishes all job descriptions, benefits, wage rates and personnel policies. The Board of Directors may hire a Superintendent, a Manager or contract with an independent contractor for management services. The Customer Service Representative position reports to the Superintendent, Manager or the independent contractor. If the Board of Directors does not hire a Superintendent, Manager or independent contractor the Customer Service Representative will report to the Board President.

**BASIC JOB REQUIREMENTS:**

1. Must have a valid Colorado driver’s license.
2. Must have good computer skills and be proficient in word processing, spreadsheet, billing, bookkeeping and e-mail programs.
3. Must have good verbal and written communication skills.
4. Must have good organizational skills.

**DUTIES & RESPONSIBILITIES:**

1. Must know and comply with the District, county, state and federal safety and environmental rules & regulations.
2. Must know and comply with the District’s Rules & Regulations; Administrative Policies & Procedures; Financial Policies & Procedures; and Personnel Policies & Procedures.
3. The Customer Service Representative is responsible for monthly customer billing, accounts receivable, accounts payable and daily customer service tasks.
4. The Customer Service Representative is responsible for the final billing tasks associated with the sale of a property or a change in renter.
5. The Customer Service Representative performs all the data entry tasks necessary to keep all customer records up to date.
6. The Customer Service Representative is responsible for the District’s paper and electronic files. This includes scanning documents into the electronic files as they are received, entering data from the documents into the appropriate electronic reports, filing the paper documents, and communicating the receipt and processing of the document with the appropriate employees.
7. The Customer Service Representative will perform any other special tasks assigned by the Superintendent, Manager, independent contractor or Board President.

**AUTHORITY:**

1. The Customer Service Representative is authorized to communicate District policies and procedures to the public, but should not offer advice or speculation on decisions that the Board might make.
2. The Customer Service Representative does not have any spending authority and cannot enter into any contracts or agreements for the District.
3. The Customer Service Representative does not have managerial or supervisory authority over any other District employees.

**JOB DESCRIPTION APPROVAL:**

The Board of Directors of the Mountain Water & Sanitation District approved this Job Description at its regularly scheduled meeting on .

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President Secretary