

CUSTOMER SERVICE COORDINATOR

FLSA Status: Non-Exempt

Bargaining Unit: Teamsters

Adopted: May 25, 2022

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

GENERAL DEFINITION

Under general supervision, performs a variety of complex and responsible customer service, administrative, clerical and para-professional accounts receivable duties. Provides administrative services in support of important functions and/or programs requiring specialized knowledge of the District's operations. Provides general office support to District staff as assigned.

ESSENTIAL FUNCTIONS

Essential functions may include, but are not limited to, the following:

Provides first line of public contact for the District at the public counter, by phone and email; provides information concerning District activities to District customers; receives monies for the Harbor/Marina, issues receipts for District monies collected from the previous day's operations and current day's payments made by customers at the front counter; works to resolve customer complaints, issues, questions, and concerns. Prepares and processes water/sewer, berth rent billings, inputs electric meter readings into billing system. Processes monthly on-line recurring automatic payments. Prepares daily bank deposits and delivers them to the bank. Processes penalties for late payments and delinquency notices. Assists in the lien, collections, and past due process for customer accounts.

Performs routine clerical work for the District's operational services; updates and revises forms, procedures, surveys, lists, and notices that relate to District operations; maintains public bulletin boards with current information; assists in promotional and marketing activities of the District; coordinates County Tax Assessor requests for District lessee/permit information; assists with projects such as special events, and lien sales. Maintains office supply inventory.

Processes commercial fish buyers/sellers licenses and gear storage permits, manages service work orders. Coordinates the work for operations in the front office and is responsible for front office organization including securing of front office and equipment at closing of day. Acts as liaison between customers and Operations staff; assigns and reassigns locations for berth spaces; coordinates and issues permits; updates billing module and berth information changes; operates a radio base station for communications with Operations staff and monitors VHF radio in normal and emergency situations staying abreast of current activities; and performs related duties as assigned.

AUXILIARY JOB FUNCTIONS

Provide backup to Accounting Technician Functions, as necessary (i.e., accounts payable, payroll etc.)
Maintain work areas in a clean and orderly manner

QUALIFICATIONS

Knowledge of:

- Knowledge of general District operations and/or government work experience is helpful.
- English usage, spelling, grammar and punctuation; modern office methods, procedures and equipment; filing and record keeping systems; basic principles, procedures, and practices of financial record keeping and reporting; report preparation and writing; methods and techniques of coding, verifying, balancing, and reconciling records; pertinent federal, state, and local laws, codes, and regulations; customer service techniques and practices; and modern office practices and procedures including computer applications such as word, excel, and billing system software.

Ability to:

Compile, organize and maintain accurate files, financial and statistical records and reports both manually and on an automated system; perform a variety of clerical, accounting and office support duties and activities in support of assigned function; prepare, maintain and reconcile financial transactions, records and files; participate in the preparation of a variety of administrative and financial reports; understand and apply pertinent laws, codes and regulations as well as organization and department rules, policies, and procedures with good judgment; adapt to changing technologies, equipment, and systems; review and comprehend documents for accuracy and relevance; understand and carry out verbal and written instructions; successfully use automated financial systems, spreadsheets, word processing and other computer software; work independently and professionally and interact effectively with the public and co-workers.

MINIMUM QUALIFICATIONS

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education:

High School diploma or General Educational Development (GED) equivalency

Experience:

Two years' experience in computerized accounting and bookkeeping/data systems and sufficient skill to learn and use the District's billing software system. Two years' experience in ~~Exposure to~~ a customer service environment ~~is desirable~~.

LICENSES AND/OR CERTIFICATES

Possession of or ability to obtain and maintain a valid Class C California driver's license at time of employment.

PHYSICAL DEMANDS:

These functions may be performed with or without reasonable accommodation:

- Use dexterity and vision necessary to operate computer equipment with a high degree of productivity and accuracy.
- Sit at a desk and in meetings on a continuous basis for long periods of time.
- Intermittently twist and bend to reach equipment in work area.
- Perform simple gripping, grasping and fine manipulation; in addition, perform repetitive keystrokes on ~~both a computer keyboard and 10 key adding machine~~.
- Use a telephone and communicate through written and electronic means.

- Lift and carry weight of 20-pounds or less of varying period of time
- See in the normal vision range with or without correction.
- Hear in the normal range with or without correction.

WORKING ENVIRONMENT:

Work is primarily performed indoors in a carpeted office environment with natural and fluorescent lighting and moderate noise level. Some movement is required from office to office and there is exposure to external environment when going to outlying offices and meetings. In addition, the incumbent may be required to go outside to accompany berthers and prospective berthers to a marina to view slips. The performance of outdoor work requires exposure to a variety of weather conditions (heat, cold, rain, intense sun); exposure to potentially hazardous substances and chemicals and work on slippery surfaces. Work is frequently disrupted by the need to respond to in-person and telephone inquiries.