

**KENNEWICK IRRIGATION DISTRICT  
JOB DESCRIPTION**

**CUSTOMER SERVICE SPECIALIST – II & III**

**REPORTS TO:** Customer Account Supervisor

**DATE:** May 2018

**GENERAL SUMMARY:** This position is the first contact for KID customers who need help with their assessment account, water outages, and questions regarding other KID services. They write up service orders and submit to maintenance, dispatch maintenance and ditch riders as needed, track outages, communicate information to our customer base as needed and refer callers to the right personnel to resolve issues. They maintain our database with correct account ownership information, making changes when properties transfer. They post cash receipts batches including those from third parties (mortgage companies, condo associations) as well as direct payments through the mail or in person using the proper controls established. This position is a key part of the customer service team, working closely with operations and other KID staff to provide efficient and effective service.

**ESSENTIAL DUTIES:**

1. Assist and track customer requests over the phone and in person related to service or maintenance requests, questions regarding assessments, ownership of property and irrigation facilities in general. Follow-up on requests, concerns and inquiries to ensure resolution.
2. Provide exceptional customer service to KID customers.
3. Maintain an accurate database of correct ownership information including using proper forms to make changes in addresses, etc, and processing ownership transfers.
4. Following the system of controls established by Finance, post all payments received by mail, in person, credit card batches, and third party batches from mortgage companies and others.
5. Maintain all records of cash receipts batches per established procedures.
6. May assist in the preparation of claims, petitions and election information; may serve as the first point of contact for all claimants and; processes, tracks and updates insurance claims.
7. Respond to various title companies, lending institutions and other agencies with assessment and LID note pay-off information, including faxing, e-mailing, mailing and filing of requests.
8. Update voice mail, and other various media daily during water season (Mid-March thru October).
9. Support other customer service efforts at KID including Helping Hands, public education, feedback on improvements to website, initiating customer contacts and follow-up, etc.
10. Maintain the water records order system, including taking and calling out daily water orders to the Field Department; preparing statements per procedures; billing for excess water usage, and performing general maintenance and corrections as needed.
11. Perform administrative and clerical functions related to Reclamation Reform Act including obtaining information from customers on the proper forms, tracking the required data, and maintaining records to prove KID compliance with RRA requirements.
12. Create and maintain Excel spreadsheets for information tracking. Use Word to correspond with customers through email and written letters.
13. Provide coverage for Receptionist duties as needed.
14. Maintain appropriate confidentiality of employee and customer personal or sensitive information, regarding matters such as financial, medical, legal, or personnel issues.
15. Calculations, work products and or other outputs are expected to be accurate.
16. Performs other related duties as assigned.

**MINIMUM QUALIFICATIONS:** Two (2) years of closely related experience in a customer service and/or cashiering capacity; utilities or government experience preferred. High school diploma or equivalent required; two-year college degree preferred. Bilingual in Spanish is a plus but not required.

**KNOWLEDGE, ABILITIES AND/OR SKILLS:**

Ability to:

1. Develop and maintain effective working relationships with the public and coworkers to function as a member of a work team.
2. Work well under pressure, including dealing with unhappy and sometimes rude customers in a positive way.
3. Multi-task using effective administrative, communication and organizational skills.
4. Communicate effectively orally and in writing using proper business English and grammar.
5. Operate assigned equipment effectively and safely including calculators, fax machines, copiers, printers and two-way radio.
6. Enter data into computer with a high degree of accuracy. Be accurate in counting cash, reviewing reports, and following data entry procedures.
7. Ability to keyboard at a speed of at least 40 wpm with minimal errors.
8. Use and operate personal computers and related peripheral equipment and use current word processing, spreadsheet and specialized software programs.
9. Ability to read, comprehend, and follow: policies, State regulations, and complex procedures.

**NOTE:** New employees will be hired at a CSS 2 or 3 depending on their years of experience in a closely related business, including credit for higher education that is applicable. Some of the duties above may be assigned to one of the three Customer Service Specialists, so not all CSSs will perform all of the representative duties above.

Approved:



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Charles Freeman, District Manager

Confirmed by Board: May 1, 2018