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JOB DESCRIPTION

Position: **Lead Customer Service Representative**

Reports to: Customer Service Manager

Status: Nonexempt

A. Purpose of Position

Under the general supervision of the Customer Service Manager, this position assists in the day-to-day operations and planning of the Customer Services department.

B. Duties and Responsibilities

1. Serve as lead position for other Customer Service Representatives.
2. Oversee day-to-day procedures of the department.
3. Train and mentor Customer Service Representatives.
4. Analyze, develop and implement automation and centralization of customer service records, billing information, metering methods and information and other related information.
5. Document and uphold the policies and procedures of the department.
6. Research and compose correspondence and templates for use by the department.
7. Make daily bank deposits of all "cash" received by the organization and accurately reporting such.
8. Complete month end, generate past dues, and arrange collections and liens.
9. Reconcile billing general ledger system (subsidiary ledger).
10. Monitor tracking and collection of delinquent accounts.
11. Research problem accounts and questions regarding the billing system.
12. Oversee the maintenance of the monthly cutoff list and dispatch field services as necessary.
13. Post payments and other financial transactions in the billing system.
14. Generate and review of fiscal and billing reports and control measures for the billing system, work orders and other processes.
15. Process and track customer information to Accounting and other departments for refunds or other actions.
16. This position may also be required to do any duty/task assigned to a Customer Service Representative.
17. Perform other tasks and duties as assigned by Customer Service Manager

C. Supervision Responsibilities

The employee in this position will have the primary responsibility for the operations of the Customer Service department as assigned. Responsibilities include rewarding, disciplining up to but not including termination; training; planning, assigning, and directing work; addressing complaints and resolving problems; and assisting with evaluations.

D. Hours of Work

The position typically requires working Monday through Friday from 8:30am to 5:00pm with thirty (30) minutes allocated for lunch.

E. Work Environment and Physical Requirements

This is sedentary work requiring the exertion of up to 10-20 pounds of force occasionally, as well as the ability to operate common business machinery.

F. Minimum Acceptable Qualifications

1. High school diploma or equivalent.
2. Valid Virginia driver's license and comply with the Authority's Vehicle and Equipment policy.
3. This position requires attention to detail and meticulous record keeping.
4. Good written and oral communications skills are required.
5. Experience in using Microsoft Office® is required.
6. 6+ years of experience with Utility billing and customer service is required.
7. Ability to read and decipher plans, water/sewer plans and on-line GIS mapping system.
8. General working knowledge of Generally Accepted Accounting Principles.
9. Initiative to identify problems and offer solutions.
10. General working knowledge of Automated Meter Reading (AMR).

G. Compensation

This position is compensated as between a Band 5 on the Pay scale.

H. Conditions of Employment

This position serves at the will of the Executive Director.

I have read the full Job Description and understand the contents therein:

Print Name

Date signed

Signature