

Customer Service Representative

Applications are required for consideration for this position. Resume Submission alone is not an application for a position. An individual must complete our standard application form and provide proof of certificates and licenses required for the posted position.

There is an opening for a Customer Service Representative at Genesee County Water and Waste Services in Flint. Duties include: Provides information and assistance to customers related to the water and sewer construction application process. Assumes responsibility for processing residential soil erosion permit applications and B permit applications.

Applicants must meet the following minimum qualifications to be considered for an interview:

- High school diploma or equivalent.
- Two to four years of clerical experience in a governmental environment.
- Current State of Michigan Soil Erosion Sediment Control (SESC) Storm Water Certificate (preferred) or ability to obtain prior to the end of the probationary period.
- Interpersonal skills necessary to provide courteous and accurate information to all levels of staff, customers, governmental agencies, and others. The incumbent is also required to handle problem situations in a tactful, courteous and respectful manner.
- Analytical ability to conduct research and provide information to interested parties.
- Computer skills necessary to maintain various departmental records, documents and reports. The incumbent is also required to utilize word processing and spreadsheet software applications.
- Must have a valid Michigan driver's license and qualify to drive a Division vehicle in compliance with the Division Driver Policy.

Pay Scale for 2018

Start	1 Year	2 Years	3 Years	4 Years	5 Years	7 Years	12 Years	17 Years
\$18.30	\$18.83	\$19.35	\$19.88	\$20.39	\$20.92	\$21.46	\$21.96	\$22.49

Applications are mailed to:

Genesee County Water and Waste Services, G-4610 Beecher Rd, Flint, MI 48532

www.gcdcwws.com

Applications can be e-mailed to: hr@gcdcwws.com

Position open until filled. Applications must either accompany or follow resume submission

NO PHONE CALLS. EEO.

Please note that the Division will hire a Customer Service Representative OR a Receptionist, not both.



**GENESEE COUNTY DRAIN COMMISSIONER
DIVISION OF WATER & WASTE SERVICES
JOB DESCRIPTION**

JOB TITLE: CUSTOMER SERVICE REPRESENTATIVE

DEPARTMENT: Services

REPORTS TO: Customer Service Coordinator

JOB SUMMARY:

Provides information and assistance to customers related to the water and sewer construction application process. Assumes responsibility for processing residential soil erosion permit applications and B permit applications.

PRIMARY DUTIES & RESPONSIBILITIES:

- Assists customers over the phone and in person by explaining departmental policies and procedures and initiating necessary paperwork; directs the person to other staff as appropriate.
- Processes residential SESC permit applications assuring conformance with approved plans and specifications.
- Processes water and sewer B permit applications.
- Establishes and maintains departmental records and files.
- Assists in retrieval of departmental information for staff, contractors, and the general public.

OTHER DUTIES & RESPONSIBILITIES:

- Compiles SESC data.
- Scans and inputs SESC documents and other attribute information into the GIS Project Tracking database, and links this information to the corresponding digitized system facilities.
- Receipt payments and scan and input documents into the GIS Project Tracking database.
- Process work orders.
- Maintains current knowledge of local, state and federal mandates related to storm water systems.
- Provides clerical support to other service areas as needed.
- Performs other duties as assigned.

JOB QUALIFICATIONS:

- High school diploma or equivalent.
- Two to four years of clerical experience in a governmental environment.
- Current State of Michigan Soil Erosion Sediment Control (SESC) and Storm Water Operator Certificates.

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- Interpersonal skills necessary to provide courteous and accurate information to all levels of staff, customers, governmental agencies, and others. The incumbent is also required to handle problem situations in a tactful, courteous and respectful manner.
- Analytical ability to conduct research and provide information to interested parties.
- Computer skills necessary to maintain various departmental records, documents and reports. The incumbent is also required to utilize word processing and spreadsheet software applications.

MENTAL & PHYSICAL REQUIREMENTS:

- Mental ability to handle pressures related to working on tasks requiring accuracy and attention to detail and handle difficult customers.
- Physical ability to properly operate required office equipment, retrieve documents from office files, transport items weighing up to 20 pounds, and occasionally stand for prolonged periods of time when assisting customers at the front counter.

WORKING ENVIRONMENT:

- Normal office environment with little, if any, discomfort due to heat, dust, noise and the like.

OTHER REQUIREMENTS:

- Must have a valid Michigan driver's license and qualify to drive a Division vehicle in compliance with the Division Driver Policy

This job description is intended to describe the general nature and level of work being performed by a person assigned to this job. They are not to be construed as an exhaustive list of all job duties that may be performed by a person so classified.

Job Code	Job Number	FLSA Status	Workers Comp	Wage Level	U/NU	Revised
CUSTRP	008	Non-Exempt -Hourly	8810	2	NU	2015