

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 (please see attached).
- 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.

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.



**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.

CUSTOMER SERVICE REPRESENTATIVE I

- 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

To become SESC Certified and to Administer and Enforce Part 91 one must pass a series of exams which are administered by the Michigan Department of Environmental Quality. **One must pass EXAM 1 before they can take EXAM 2 unless both exams are taken on the same day (where offered).**

The remaining 2016 exam dates and locations are as follows:

EXAM 1		
Construction Storm Water Operator Training		
Exam Date	Location	Time
9/21/2016	Jackson	9AM-12PM
9/21/2016	Warren	1PM-430PM
9/28/2016	Grand Rapids	1PM-5PM
10/4/2016	Cadillac	9AM-1PM
10/4/2016	Bay City	9AM-12PM
10/6/2016	Marquette	9AM-2PM
10/12/2016	Kalamazoo	9AM-12PM
11/2/2016	Gaylord	9AM-1PM
11/16/2016	Warren	1PM-430PM
11/30/2016	Grand Rapids	1PM-5PM
12/6/2016	Cadillac	9AM-1PM
12/6/2016	Kalamazoo	9AM-12PM
12/6/2016	Bay City	9AM-12PM
12/6/2016	Marquette	9AM-2PM
12/7/2016	Jackson	9AM-12PM

EXAM 2		
Self Study SESC Plan Review & Design Exam		
Exam Date	Location	Time
9/21/2016	Jackson	9AM-1030AM
9/28/2016	Grand Rapids	2PM-430PM
10/4/2016	Bay City	130PM-430PM
10/4/2016	Cadillac	9AM-1PM
10/6/2016	Marquette	9AM-2PM
10/12/2016	Kalamazoo	1PM-5PM
10/19/2016	Warren	1PM-4PM
11/2/2016	Gaylord	9AM-1PM
11/30/2016	Grand Rapids	2PM-430PM
12/6/2016	Bay City	130PM-430PM
12/6/2016	Cadillac	9AM-1PM
12/6/2016	Kalamazoo	1PM-5PM
12/6/2016	Marquette	9AM-2PM
12/7/2016	Jackson	9AM-1030AM
12/21/2016	Warren	1PM-4PM

The cost for each exam is \$95.00. For study materials and to register for the exams please visit the MDEQ website at: <http://www.michigan.gov/deq>. Please note that the 2016 exam dates have yet to be released.

PLEASE NOTE: If the incumbent chosen for this position does not currently have the SESC Certification that individual will have until the end of their probationary period (1,040 hours or roughly 6.5 months) to pass both exams and obtain certification. If certification is not obtained upon the end of the probationary period the incumbent **will NOT** be retained as an employee. To get a better idea of what will be expected of this position it is **strongly** recommended that any applicant considering this position visit the MDEQ website and review all the testing materials prior to applying.