

## **CASTLE PINES NORTH METROPOLITAN DISTRICT JOB DESCRIPTION**

**Job Title: Customer Service Specialist**

**FLSA Status: Nonexempt/ Full Time**

**Reports To: District Manager/District Administrator**

**Compensation: \$23- \$27 per hour DOE**

### **Position Summary**

Under the general supervision of the District Office Operations Manager performs responsible work related to the day-to-day administration of the district. This work includes fielding incoming calls and handling most customer service-related inquiries regarding customer accounts, concerns, questions, and billing.

### **RESPONSIBILITIES:**

- Acts as receptionist for Castle Pines North Metropolitan District. Greets walk-in visitors.
- Answers incoming customer calls, evaluates the issue and provides answers as needed or routes calls to the appropriate staff member.
- Generates and tracks work orders for field staff.
- Enters customer payments in utility billing system and processes credit card payments, as necessary.
- Handles calls from title companies to schedule final meter readings.
- Assists with utility service turn-on/shut-off.
- Processes outgoing mail: handles/distributes incoming mail.
- Assists with monthly water/sewer billings.
- Assists with ordering and maintaining office supplies.
- Maintains order in kitchen and conference room, as needed.
- Assist with meeting/event set up and clean up, as needed.
- Performs other duties and accomplishes special projects, as needed.

### **Qualifications:**

- Experience with customer service and customer billing. 2 years of related prior experience preferred.
- Strong written and oral communication and interpersonal skills. Ability to handle customer interaction with professionalism and tact.
- Basic office skills including office procedures and equipment usage.
- Attention to detail and ability to work independently.

- PC literate including Word and Excel. Proficiency with Outlook and electronic calendaring.
- Solid organizational and telephone skills.