



TRUCKEE DONNER

PUBLIC UTILITY DISTRICT

Job Title: Customer Service Representative
Department: Administrative Services
Reports To: Customer Service Manager
FLSA Status: Non-exempt

Job Summary Under the direct supervision of the Customer Service Supervisor or Manager, to provide efficient and courteous service to all inquiries by the electric and water customers of the District by performing the following duties and providing customer service for both general customer services and District conservation programs, policies, and compliance requirements.

Essential Duties and Responsibilities include the following.

- (a) Answers incoming calls in a prompt, courteous and efficient manner ensuring that calls are properly and promptly completed.
- (b) Greets and directs customers and visitors to the District.
- (c) Communicates with customers by phone, email or in person, and receives orders for electric and/or water service, connects, disconnects, or other changes in service, including general customer services and conservation customer service.
- (d) Processes conservation rebate requests for approval and supports entry of data into the conservation database.
- (e) Able to proficiently promote District customer service and conservation programs and support community events.
- (f) Able to proficiently promote and assist customers to utilize customer interfaces including SmartHub, the Usage Tools, and be capable of learning and promoting future capability enhancements.
- (g) Processes application forms, determines charges for service requested, runs credit checks, collects deposits, prepares change of address records, and initiates service orders.
- (h) Prepares service orders and necessary paperwork and coordinates customer requested service work for electric and water crews.
- (i) Enters data into computer system as required.
- (j) Explains billings and adjustments to customers.



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- (k) Receives cash, checks and credit/debit cards, makes change, and issues receipts to customers or employees in payment for services.
- (l) Processes customer payments and post to customer accounts on computer.
- (m) Reads and records totals shown on cash register and balances to cash drawer.
- (n) Prepares daily bank deposit.
- (o) Processes and collects payments for checks returned by the bank.
- (p) Refers complaints concerning billing or service rendered to designated departments for investigation.
- (r) Operates radio between office and field personnel.
- (s) Assists with credit and collection processes as needed.
- (t) Conducts themselves in a manner that is consistent with the District's Core Values of Safety, Communication, Integrity, Accountability, Timeliness, and Work-Life Balance
- (u) Performs other duties as determined by supervisor.

Supervisory Responsibilities

This job has no supervisory responsibilities.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. A qualified candidate would have a combination of education and/or experience to fulfill the essential duties and responsibilities of this position. **Examples of qualifying education and/or experience would include the following:**

- A high school diploma or equivalent is required.
- Experience using personal computers and software, including Microsoft Excel and Word
- Prior customer service experience
- Prior clerical or administrative work experience



Skills and Abilities:

- Ability to accurately operate a 10-key calculator by touch and type at a speed of 40 WPM
- A valid Class C driver's license with a driving history acceptable to the District's insurance carrier
- Ability to read and comprehend instructions and correspondence
- Ability to rapidly and accurately calculate figures and amounts, and handle money transaction
- Ability to write correspondence using correct grammar, spelling, and punctuation
- Ability to effectively present information to customers and co-workers using tact and diplomacy
- Excellent customer services skills; friendly, courteous, and helpful

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Regularly required to sit, stand, walk, talk, hear, reach, and grab.
- Must be able to stoop, kneel, or crouch.
- Occasionally lift and/or move up to 25 pounds.
- Close vision abilities required

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- Work is performed in a typical office environment.
- Moderate noise, temperature and light levels are typical.
- Overtime and emergency call-outs may be required

Approved

Date

5/5/26

Union Review:

Date:

6/1/26