

## **BELFOREST WATER SYSTEM**

### **POSITION DESCRIPTION**

#### **RECEPTIONIST (SHARED DEPARTMENT)**

**JOB TITLE: Receptionist**

**DIVISION: Business Office**

**REPORTS TO: Customer Accounts Manager    EFFECTIVE DATE: 9/2018**

*Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this job and are not to be interpreted as being all-inclusive. The employee may be assigned other duties that are not specifically included.*

#### **SUMMARY:**

Receives callers and walk in customers at establishment, determines nature of business, provides information, and directs callers to destination.

#### **Essential Duties and Responsibilities:**

1. Greets callers on the phone, determines their needs and connects them to the proper destination. Record name, time of call, nature of business, and person called upon, if person is not available, or allows the customer to leave a voice mail.
2. Answers questions and responds to inquiries related to billing, services, policies and procedures that affect customers (ex: security deposits and billing processes).
3. If Customer Service Representatives are not available, may assist customers with applications for service, financial aid vouchers, completion of forms; checks for accuracy and completeness and routes work order to proper department.
4. Quotes security deposits for residential services; informs customers of different options available to reduce or waive deposits and of local aid agencies in the area.
5. Use office equipment proficiently, such as copier, calculator, fax machine and multi-extension telephone.
6. Performs various clerical duties such as distributing messages, sorting and filing work orders, receiving/routing mail.
7. Assist other departments as requested or required.

#### **Knowledge, Skills, and Abilities**

1. Knowledge of Belforest Water System policies, procedures, operations, and organizational structure.
2. Knowledge of local aid agencies and services for assisting customers with bills and

- deposits.
3. Skill in operating a multi-line telephone system in order to promptly route calls.
  4. Ability to communicate orally in a courteous, clear, professional, and efficient manner with many different kinds of people.
  5. Ability to develop and maintain relationships with customers, vendors, suppliers, and employees.
  6. Ability to work alone, or in groups of employees to resolve customer concerns in a timely manner.
  7. Ability to communicate in writing as needed to take messages.
  8. Ability to listen and follow direction as needed to follow through on work assignments.
  9. Ability to use personal judgment and specialized knowledge to answer questions, direct individuals to the right department, and solve problems.
  10. Ability to change easily and frequently from one activity to another.
  11. Ability to read, understand, and explain instructions, policies, procedures, directories, and other written materials.
  12. Ability to speak with poise, voice control and confidence using correct English and well-modulated voice.
  13. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
  14. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
  15. Ability to recognize hazardous situations or safety concerns to notify others timely.
  16. Ability to have regular and predictable attendance at work.

**Work Environment/Physical Demands:**

Lifting 10 lbs. maximum and occasionally lifting and/or carrying such articles as computer printouts, notebooks, ledgers, small tools, etc. Walking and standing are required only occasionally. Reaching. Handling. Fingering. Feeling. Talking. Hearing. Seeing.

Inside: Protection from weather conditions but not necessarily from temperature changes. A job is considered inside if the worker spends approximately 75 percent or more of the time inside.

**Minimum Qualifications**

High School diploma or equivalent. Previous experience in a similar position will be considered, but is not essential.

Must possess or be able to obtain a valid driver's license within 60 days of employment.