



***Doña Ana Mutual Domestic Water Consumers Association***  
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**Job Title:** Customer Service Representative I

**Department:** Administration

**Reports To:** Office Manager

**FLSA Status:** Non-Exempt

**Pay Grade:** C

**Summary** Performs a variety of customer service functions for Association services and utilities in the update of records and accounts, processing and reviewing documents and transactions of simple accounts, and providing customer service. Position involves competing demands, performing multiple tasks, working within deadlines, occasional work beyond normal business hours, and responding to customer issues. Work is performed in a standard office environment. Light physical demands. Frequent use of a personal computer.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

- Researches simple customer services issues; assists with special projects as assigned.
- Provides prompt, courteous and accurate customer services to the public; responds to requests for information on Association services, in order to maintain positive customer service relations.
- Processes customer transactions, receives payments, completes necessary forms for utility services, determines and assesses correct security deposits, answers questions and resolves minor problems regarding utility bills according to Association policies and procedures; calculates and prepares debit/credit adjustments and notations to customer's account, subject to supervisor approval; balances receipts daily.
- Responds to requests for information, and resolves them by researching files and records; explains rules, policies, and procedures; explains the proper use and completion of forms and documents; refers matters requiring policy interpretation to supervisor for resolution; enters account information into database, verifies accuracy of information, prepares reports and files documents.
- Performs a variety of basic research and accounting activities; performs a variety of clerical functions, including typing, filing, and maintaining records. Other duties may be assigned.

**Qualifications** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience** High School Diploma AND one (1) year of customer service experience in an office setting.

**Language Skills** Must be able to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Must be able to write routine reports and

correspondence. Ability to speak effectively before groups of customers or employees of organization.

**Computer Skills** Customer service work processing policies, techniques and procedures; principles of record keeping and records management; techniques for dealing with the public, in person and over the telephone; basic computer applications involving word processing and data entry; basic office practices and procedures; Association policies and procedures.

**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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit and talk or hear. The employee is occasionally required to stand; walk; reach with hands and arms; climb or balance and stoop, kneel, crouch, or crawl. The employee must regularly lift and /or move up to 10 pounds and occasionally lift and/or move up to 50 pounds.

**Certificates, Licenses, Registrations** Current New Mexico driver's licenses

**Other Skills and Abilities** Bilingual skills (English/Spanish) may be required for some positions; experience as a cashier or bank teller may be required for some positions. Understand and interpret Association policies and procedures; establish and maintain cooperative working relationships with those encountered in the course of the work; deal effectively with the public under difficult situations; multi-task a variety of projects and manage priorities and tasks to meet schedules and timelines; maintain confidentiality of sensitive information and data; effectively communicate in verbal and written forms; operate standard office equipment, personal computers with basic and specialized computer applications, and printers.

Interpreting customer needs and assisting with customer service issues; reviewing and evaluating financial records and account documentation; working without supervision to service Association customers; making mathematical calculations; maintaining accurate records, and entering numerical and related information into a computer system with speed and accuracy; effective oral and written communication; establishing and maintaining effective working relations with co-workers.

**Supervisory Responsibilities** This job has no supervisory responsibilities.

**Work Environment** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.