

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. Applications may be obtained at our Administrative office located at 4610 Beecher Rd Flint, MI 48532 or via our website at www.gcdcwws.com

There is an opening for a Customer Service Representative at the Genesee County Water and Waste Services Administrative Office located at 4610 Beecher Rd Flint, MI 48532. Duties include: Reviews and issues residential soil erosion and sedimentation control permits and waivers. Reviews and issues connection permits (B-Permits) for residential and commercial developments. Provides information and assistance to customers related to the water and sewer construction application process.

Applicants must meet the following minimum qualifications to be considered for an interview:

- High school diploma or equivalent. Associate's degree preferred.
- 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. If you are not familiar with these certificates, please visit https://www.michigan.gov/documents/deq/wrd-csw-sesc-training-manual_556364_7.pdf
- 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.
- Must have a valid Michigan driver's license and qualify to drive a Division vehicle in compliance with the Division Driver Policy

2021 Hourly Wage

Level	Start	year 1	year 2	year 3	year 4	year 5	year 7	year 12	year 17
H-3	\$22.24	\$22.81	\$23.38	\$23.94	\$24.52	\$25.09	\$25.67	\$26.23	\$26.81

Applications can be mailed to: Genesee County Water and Waste Services, G-4610 Beecher Rd, Flint, MI 48532

-OR- 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: Employee & Customer Relations

REPORTS TO: Customer Service Coordinator

JOB SUMMARY:

Reviews and issues residential soil erosion and sedimentation control permits and waivers. Reviews and issues connection permits (B-Permits) for residential and commercial developments. Provides information and assistance to customers related to the water and sewer construction application process.

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.
- Creates project log numbers for all incoming plans for review and permitting including but not limited to: residential and commercial soil erosion and sedimentation, site plans, construction plans and REU audits.
- Creates new log number profiles in GIS by inputting all data relevant to the project, scanning and attaching all data and drawing in the project location.
- Review and issue residential SESC permits and waivers assuring conformance with approved plans and specifications.
- Performs plan reviews on residential sites with wetlands to assure compliance with regulatory standards and GCDRC requirements: prepares required documentation.
- Processes and issue water and sewer B permits for residential and commercial developments.
- Establishes and maintains departmental records and files.
- Assists in retrieval of departmental information for staff, contractors, and the general public.
- Performs cursory review of site plan, construction plan, REU audit and IPP permit application packets for completeness.

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.
- Maintains current knowledge of State of Michigan mandates related to soil erosion and sedimentation control.
- Maintains current knowledge of local municipal fee structure and service area.
- Provides clerical support to other service areas as needed.
- Performs other duties as assigned.
- Processes incoming and outgoing mail.
- Coordinates between Division departments (IPP, Engineering, etc) for notification of plan submittal.

JOB QUALIFICATIONS:

- High school diploma or equivalent. Associate's degree preferred.
- 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

- 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.
- Physical ability to conduct site inspections.

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	TBD	NU	2.12.19