

Customer Service Representative

Location: 4610 Beecher Rd, Flint, MI 48532

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.

There is 1 opening for a Customer Service Representative at Genesee County Water and Waste Services in Flint, MI.
Duties include: Reviews and issues residential soil erosion and sedimentation control permits and waivers. Reviews and issues connection permits (B-Permit) for residential and commercial developments. Provides information and assistance to customers related to the water and sewer construction application process.

MINIMUM QUALIFICATIONS

- High school diploma or equivalent.
- Two to four years of clerical experience in a governmental environment.
- 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 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.
- Must have a valid Michigan driver's license and qualify to drive a Division vehicle in compliance with the Division Driver Policy

WAGE SCALE:

H-4	Must meet all minimum qualifications
H-5	Must meet all minimum qualifications and must have the EGLE Storm Water Operator (SWO) <u>OR</u> Soil Erosion and Sedimentation Control (SESC) certification.
H-6	Must meet all minimum qualifications and must have the EGLE Storm Water Operator (SWO) <u>AND</u> Soil Erosion and Sedimentation Control (SESC) certification. Must have a minimum of 2 year's experience. At the Divisions discretion an equivalent combination of education, experience, and certification may be considered.
H-7	Must meet the qualifications for H-6 and have a minimum of 4 year's experience. At the Divisions discretion an equivalent combination of education, experience, and certification may be considered.

	(A)-Start	(B)-YR 1	(C)-YR 2	(D)-YR 3	(E)-YR 4	(F)-YR 5	(G)-YR 6	(H)-YR 7	(I)-YR 8
H-4	\$24.43	\$25.04	\$25.68	\$26.30	\$26.94	\$27.58	\$28.20	\$28.84	\$29.45
H-5	\$26.44	\$27.13	\$27.82	\$28.51	\$29.21	\$29.90	\$30.58	\$31.27	\$31.97
H-6	\$28.82	\$29.59	\$30.35	\$31.12	\$31.88	\$32.65	\$33.41	\$34.18	\$34.94
H-7	\$31.10	\$31.94	\$32.76	\$33.60	\$34.44	\$35.28	\$36.12	\$36.95	\$37.80

Applications shall be mailed to:
Genesee County Water and Waste Services, Attn: HR
4610 Beecher Rd, Flint, MI 48532
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:** Customer Service

REPORTS TO: Construction Superintendent

REVISED: 1.9.2025

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 (including walk-in customers) 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, IPP and REU audits.
- Creates new log number profiles in GIS and/or PLL (or current software) 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 and regulatory requirements.
- 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.
- Compiles SESC data.
- Scans and inputs SESC documents and other attribute information into the GIS and/or PLL (or current software) database, and links this information to the corresponding digitized system facilities.
- Receipt payments and scan and input documents into the GIS and/or PLL (or current software) 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.
- Assists in ordering of division office supplies as needed

CUSTOMER SERVICE REPRESENTATIVE

JOB QUALIFICATIONS:

- High school diploma or equivalent.
- Two to four years of clerical experience in a governmental environment.
- 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 & OTHER 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.
- Must have a valid Michigan driver's license and qualify to drive a Division vehicle in compliance with the Division Driver Policy

WORKING ENVIRONMENT:

- Normal office environment with little, if any, discomfort due to heat, dust, noise and the like.
- Physical ability to conduct site inspections.
- This position shall not work remotely or virtually.

WAGE SCALE:

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H-7	Must meet the qualifications for H-6 and have a minimum of 4 year's experience. At the Divisions discretion an equivalent combination of education, experience, and certification may be considered.

Approved by:


Chief Deputy Drain Commissioner

Date:

1/14/2025

EFFECTIVE March 1 2025 (370)

Approved by:


Division Director

Date:

1/14/25

ok

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.