

## JOB OPENING ANNOUNCEMENT

Lancaster Area Sewer Authority is currently accepting applications for the following position:

### CUSTOMER SERVICE REP IN TRAINING or CUSTOMER SERVICE REP 1

*Department:* 100 – Administration  
*Reporting Location:* 130 Centerville Rd., Lancaster, PA  
*Rate of pay:* \$21.22/hour Customer Service Rep in Training  
\$22.77/hour Customer Service Rep 1  
*Hours of work:* 8:00 a.m. – 4:30 p.m. Monday-Friday  
*Requirements:* See attached job descriptions

If you are interested in applying for this position, please read the following:

1. To be considered for employment, an "Application for Employment" must be completed. If you are currently employed at LASA and interested in applying for this position, complete an "In-House Application." Applications may be rejected if information is incomplete or inaccurate.
2. Before completing an application, review the job description to ensure you possess the knowledge, skills, abilities, and licenses/certifications that are required for the position for which you are applying. In accordance with the Americans with Disabilities Act, LASA will strive to provide reasonable accommodations for interested individuals with disabilities who would otherwise meet job requirements.
3. Completed applications should be returned to the attention of the Human Resources Manager at [hrmanager@lasa.org](mailto:hrmanager@lasa.org). All new hires will be required to successfully pass a physical exam and drug test as a condition of employment.
4. It is the policy of LASA to accept employment applications only when a Job Opening Announcement is posted. Applications for individuals who are not hired will remain on file for a period of two years.

**Closing date and time for submittal of applications: Open until Filled**

#### AN EQUAL OPPORTUNITY EMPLOYER

Lancaster Area Sewer Authority complies with all federal, state, and local laws which prohibit discrimination based on race, color, religion, sexual orientation, gender identity, national origin, age, veteran or disability status, marital status, ancestry, genetic information, or any other legally protected characteristic.

LANCASTER AREA SEWER AUTHORITY  
Participates with E-Verify

Department Supervisor

Executive Director

## LANCASTER AREA SEWER AUTHORITY

Position Title: **CUSTOMER SERVICE REP IN TRAINING**

Department: Administration  
FLSA Status: Non-Exempt, Hourly  
Union Affiliation: Union  
Reports to: Billing and Customer Service Manager  
Supervises: NA

General Summary: Works under close supervision to perform routine activities in a structured environment, process customer payments; respond to customer inquiries; prepare inspected permits for billing; perform daily post office and bank runs.

### Essential Duties and Responsibilities:

1. Process customer payments via mail and in person; open and sort mail, batch and total remittance stubs and checks, verify checks equal receipts; credit payments to customer accounts; balance cash drawer.
2. Respond to customer inquiries by phone, email and in person; answer general questions regarding account balance, payments and rate information, provide assistance and direction to customers regarding LASA website payment portal and Direct Debit program; accept and process credit card payments; provide information on customer accounts to settlement companies; maintain customer database with updates and changes; handle customer complaints and enter complaints into Lucy database.
3. Accept payments for connection permits and route payment accordingly; prepare inspected permits to be entered into Utility Billing database for billing purposes.
4. Serve as backup to Maintenance Department for scheduling of inspections.
5. Perform daily post office and bank runs and/or other errands requiring the use of a company vehicle when requested.
6. Perform any other duties that may be necessary and not included in this list.

### Job Specifications:

\* Indicated developed after employment

### Knowledge (definitions included on separate attached page):

- Basic knowledge of database and spreadsheet applications.
- Basic knowledge of office operations and procedures.
- Basic knowledge of LASA policy, rules and regulations. \*
- Basic knowledge of department policies and procedures. \*

## LANCASTER AREA SEWER AUTHORITY

### Skill:

- Computer operation
- Proficient use of 10-key calculator

### Abilities:

- Ability to cooperate with coworkers on group tasks.
- Ability to accurately post data to computer and verify results.
- Ability to add, subtract, multiply and divide.
- Ability to sit and operate a computer for extended periods of time.
- Ability to communicate effectively in oral and written form.
- Ability to demonstrate a polite and courteous manner towards members of the public.
- Ability to sort items in alphabetical, numerical or subject order.

### Education/Experience:

Any combination of education and experience, which indicates possession of the knowledge, skills and abilities listed above. An example of acceptable qualifications for this position is completion of secondary education or the equivalent, and additional training or coursework in office operations. Possession of the experience cited in this guideline does not guarantee successful performance nor will it be used as the sole basis of hiring or promotion.

### Required Licenses/Certifications/Credentials:

- At time of hire, valid PA Driver's License, Class C, and ability to meet and maintain eligibility for inclusion under LASA's vehicle insurance policy.

### Physical Requirements (definitions included on separate attached page):

- Walk Occasionally
- Lift/carry up to 10 pounds frequently, up to 25 pounds occasionally
- Sit Frequently
- Talk/Hear Continuously
- Sedentary work

### Environmental Conditions:

- None identified

### Working Conditions:

- Busy office environment
- Frequent interruptions
- May involve resolving disputes or responding to angry or frustrated customers
- Independently or with other staff

DISCLAIMER: The information included herein is intended to describe the general nature of the job position and level of work being performed by a person assigned to this position. It is not intended to be misconstrued as an exhaustive list of all duties and responsibilities, or



## LANCASTER AREA SEWER AUTHORITY

knowledge, skills and abilities required to perform the job. Management retains the right to assign or reassign duties and responsibilities at any time.

### Human Resources Department

Reviewed by: \_\_\_\_\_ Date: \_\_\_\_\_

### Union

Accepted by: \_\_\_\_\_

Date: 2/28/20

Date: 2-28-20

Date: 2-28-2020

### Executive Director

Approved by: \_\_\_\_\_

Date: February 21, 2020

## LANCASTER AREA SEWER AUTHORITY

### Knowledge definitions

Basic	Fundamental awareness, no or minimal experience
Intermediate	Practical application, limited experience
Advanced	Further along in progression, frequent application
Thorough	Complete understanding, great attention to detail
Comprehensive	Extensive understanding, recognized "authority"

### Physical Requirements definitions

Occasionally	1% - 33%
Frequently	34% - 66%
Continuously	67% - 100%

Sedentary work	Lifts up to 10 pounds occasionally, involves sitting most of the time, walking and standing required occasionally
Light work	Lifts up to 20 pounds frequently
Medium work	Lifts up to 50 pounds occasionally
Heavy work	Lifts up to 100 pounds occasionally
Very heavy work	Lifts in excess of 100 pounds occasionally

# LANCASTER AREA SEWER AUTHORITY

Position Title: CUSTOMER SERVICE REP 1

Department: Administration  
FLSA Status: Non-exempt, Hourly  
Union Affiliation: Union  
Reports to: Billing and Customer Service Manager  
Supervises: NA

General Summary: Works under routine supervision and uses minor discretion in resolving problems, process customer payments; respond to customer inquiries; prepare inspected permits for billing; maintain settlement letters database; perform daily post office and bank runs; assist in collecting past due balances.

Essential Duties and Responsibilities:

1. Process customer payments via mail or in person; open and sort mail, batch and total remittance stubs and checks, verify checks equal receipts; credit payments to customer accounts; balance cash drawer.
2. Investigate Lockbox payment rejections and exceptions for proper posting of payments.
3. Respond to customer inquiries by phone, email and in person; answer general questions regarding account balance, payments and rate information; provide assistance and direction to customers regarding the LASA website payment portal and Direct Debit program; provide information on customer accounts to settlement companies; maintain customer database with updates and changes; handle customer complaints and enter complaints into Lucy database.
4. Accept payments for connection permits and route payment accordingly; prepare inspected permits to be entered into Utility Billing database for billing purposes.
5. Serve as backup to Maintenance Department for scheduling of inspections.
6. Responsible for maintaining settlement letters database for new customers; entering data, printing and mailing settlement letters, monitoring receipt of incoming settlement letters.
7. Perform daily post office and bank runs and/or other errands requiring the use of company vehicle when requested.
8. Assist in contacting delinquent customers by phone in an effort to collect past due balances; prepare and mail letters to customers for collection of NSF fees.
9. Perform any other job duties that may be necessary and not included in this list.

# LANCASTER AREA SEWER AUTHORITY

## Job Specifications:

\* Indicated developed after employment

## Knowledge (definitions included on separate attached page):

- Advanced knowledge of database and spreadsheet applications.
- Advanced knowledge of office operations and procedures.
- Advanced knowledge of LASA policy, rules and regulations. \*
- Advanced knowledge of department policies and procedures. \*

## Skill:

- Computer operation.
- Proficient use of 10-key calculator

## Abilities:

- Ability to cooperate with coworkers on group tasks.
- Ability to accurately post data to computer and verify results.
- Ability to add, subtract, multiply and divide.
- Ability to sit and operate a computer for extended periods of time.
- Ability to communicate effectively in oral and written form.
- Ability to demonstrate a polite and courteous manner towards members of the public.
- Ability to sort items in alphabetical, numerical or subject order.

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- Any combination of education and experience, which indicates possession of the knowledge, skills and abilities listed above. An example of acceptable qualifications for this position is completion of secondary education or the equivalent, and additional training or coursework in office operations. Possession of the experience cited in this guideline does not guarantee successful performance nor will it be used as the sole basis of hiring or promotion.

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