



CRESCENTA VALLEY WATER DISTRICT

CUSTOMER SERVICE & ADMINISTRATION GENERALIST – Limited Term

JOB POSTING

Crescenta Valley Water District (CVWD) is an organization focused on accomplishing its mission and vision. Its 2022 Strategic Plan lays the foundation for implementing strategic goals that provide long-term infrastructure reliability and water resource sustainability.

SUMMARY DESCRIPTION

This position is designed as an opportunity either for an entry-level candidate who seeks a Management Analyst position in the future or for a professional with broad experience including customer service, administration, program management, and various analyses. Working with the Finance & Administration Department, this position will assist with a range of projects and tasks, including but not limited to: customer service, accounting functions such as billing and accounts payable, implementation of programs, data management, and ad hoc analyses. The depth and breadth of analytical assignments will correspond with experience and aptitude. The Customer Service & Administration Generalist position will play an important role in fulfilling the District's Strategic Plan.

CVWD is a values-based organization aimed at creating a best-in-class culture. This position requires a person who is deliberate about teamwork and professionalism, is flexible and a good listener, and can express ideas and exercise good judgement in analyzing situations and making decisions. This position is an at-will, limited-term position with an assignment not to exceed three (3) years.

REPRESENTATIVE DUTIES

The position will provide the successful candidate a broad range of support over the three-year duration of the engagement. Typical duties include:

- Establishes and maintains cooperative working relationships with co-workers, customers, and other stakeholder;
- Receives, processes, and responds to customer service requests in person, by phone, and virtually, resolving a variety of issues related to accurate meter readings, high consumption, delinquent accounts, turn-ons/offers, improper billings etc.;
- Receives and processes customer billing payments;
- Conducts the full suite of accounts payable;
- Utilizes understanding of the financial and customer information software systems to implement related programs and improve business processes;
- Provides administrative support as needed – e.g. presentation preparation, program management and implementation, program and/or regulatory research etc.
- Provides various analyses as requested – e.g. data management and analysis, benefit-cost analyses, breakeven analysis, trend analysis etc.
- Maintains and upholds the District's Values Statement and upholds proper work safety standards;
- Performs related duties as assigned.

DESIRABLE QUALIFICATIONS

The successful candidate will reflect the District's core values as shown in the Strategic Plan. In addition, the following generally describes the knowledge and ability required to enter the job and/or be learned within a reasonable period of time in order to successfully contribute to the District's mission and vision.

Experience, Education, Licenses: *Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be considered qualifying. A typical way to obtain the knowledge and abilities would be:*

- **Education:** Associate's or Bachelor's degree from an accredited college or university with major course work in a related field.
- **Driver License:** Possession of a valid State of California driver's license and a satisfactory driving records.

SALARY AND BENEFITS

- Expected salary range is \$51,377 - \$65,764 annually
- Comprehensive Medical (Anthem Blue Cross HMO+1)
- District-provided term life insurance and disability insurance coverage
- PERS retirement plan
 - 2%@55 for Classic members (District pays **both** Employer portion and Employee portion)
 - 2%@62 for PEPRAs members
- 11 sick days, 3 floating holidays, 12 holidays, 10 days of vacation accrued per year
- \$300 annual wellness stipend
- 9/80 work week schedule
- Employee Assistance Program
- Optional deferred compensation plan
- Education reimbursement program

FILING DEADLINE

First Review, Friday, May 12, 2023 at 4:00pm. Position open until filled. Application forms are available online at the District website www.cvwd.com/employment or at the Main Office. All applications should be sent to amontes@cvwd.com

Resumes will not be accepted in lieu of District application forms. *An Equal Opportunity Employer*