



CRESCENTA VALLEY WATER DISTRICT

CUSTOMER SERVICE FIELD REPRESENTATIVE

(INTERNAL RECRUITMENT)

SUMMARY DESCRIPTION

The Customer Service Field Representative is a mid-level field/office position that serves as a vital link between the District and its customers. This role supports water and wastewater service delivery, responds to customer inquiries and complaints, and maintains water meters and Automated Metering Infrastructure (AMI) systems.

This position serves as a key liaison between customers and the Customer Service Department, requiring someone who is professional, flexible, and able to work both independently and collaboratively. Strong technical and interpersonal skills are essential to support the District's Strategic Plan, uphold CVWD's values, and foster cross-departmental communication.

REPRESENTATIVE DUTIES

- Respond to customer concerns and service requests
- Replace, test, and maintain water meters and AMI devices
- Investigate leaks, pressure issues, and usage concerns
- Collect meter reads
- Analyze data and collaborate with operations teams
- Support emergency response and assist other departments as needed

QUALIFICATIONS

- *High school diploma or GED required*
- *Minimum 1 year of relevant field or customer service experience*
- *Must hold a D1 certification at hire and a D2 within one year*
- *Valid CA Class C Driver's License with a clean record*

BENEFITS

- Salary range is \$66,468 – \$89,352.
- 12 Paid Holidays and 3 floating holidays
- 9/80 Workweek
- \$300 annual wellness stipend
- 88 hrs Sick Leave and 80 hrs Vacation Accrual
- Comprehensive Medical (Anthem BC HMO + 1), Dental, and Vision insurance plans
- CalPERS Pension 2% @ 55 for Classic Members
- Boot and Pant allowance

To be considered, please submit a resume and completed employment application, available at www.cvwd.com/employment, where a complete job description is also available. Applications can be submitted in person or emailed to employment@cvwd.com.

The filing deadline is 11:00 PM May 26, 2025. This recruitment will remain open until the position is filled.