



CRESCENTA VALLEY WATER DISTRICT

TEMPORARY CUSTOMER SERVICE CLERK (\$24.88/hr)

Make a Difference in Your Community

Crescenta Valley Water District is working to meet the evolving needs of our customers. With the launch of “budget-based” billing, a shift to monthly billing cycles, and the rollout of Advanced Metering Infrastructure (AMI), we’re focused on improving service, transparency, and water-use efficiency. To support this transition, we’re hiring two Temporary Customer Service Clerks to strengthen our front-line service during this critical period. We’re a public utility that puts people first, our customers, our team, and our community. Join a collaborative, service-oriented environment where your work matters.

What You’ll Do:

- Serve as the first point of contact for customers with billing and service questions
- Help residents understand the new budget-based billing system
- Confirm and record household sizes and verify usage budgets
- Guide customers through the new AMI portal
- Analyze usage data for customers
- Process service applications and payments
- Generate and review service orders and monthly billing statements

What We’re Looking For:

- A clear communicator who thrives on helping people
- A team player with a positive attitude and strong organizational skills
- Experience in customer service, preferably in billing or the utility industry
- Proficient with Microsoft Office tools and other computer platforms

QUALIFICATIONS

- *Completion of high school or a G.E.D*
- *(3) years of responsible work experience in customer service and customer relations work*
- *Experience working with a public water and/or wastewater agency is highly desirable*

This position is based on site at the District’s office and requires in-person presence to support staff collaboration and operational needs.

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 on July 20, 2025. This recruitment will remain open until all positions are filled.