

CRESCENTA VALLEY WATER DISTRICT

CUSTOMER SERVICE CLERK

JOB POSTING

Definition/Summary

Under general supervision, positions in the Customer Service Clerk classification perform a variety of functions in receiving and processing service requests; perform fiscal recordkeeping work in maintaining and updating billing accounts; and receive and resolve complaints and questions concerning the delivery of services and status of accounts.

Essential Functions

- Receives and processes service requests, collecting appropriate funds, and coordinates establishment of services with other District staff.
- Receives and responds to complaints about District service; resolves a variety of problems related to accurate meter readings, high consumption, delinquent accounts, turn-ons, turn-offs, non-reads, and improper billings.
- Receives and processes billing payments.
- Coordinates account status problems with District accounting staff.
- Researches and applies District policies and regulations regarding establishment and maintenance of services.
- Resolves difficulties concerning the processing of orders and delinquent accounts.
- Discusses problems with appropriate management and operations staff.
- Establish and maintain cooperative working relationships with co-workers, outside agencies, and the public.
- Regular attendance and adherence to prescribed work schedule to conduct job responsibilities.
- Communicates with customers, face-to-face and via the telephone, to discuss and resolve problems and concerns.

Other Duties

- Audits meter readings/prepare reports related to customer billings.
- Performs related duties as assigned.
- Maintains and updates meter reading and route books

Job Standards/Specifications

Knowledge of:

- Water delivery and distribution systems and wastewater collection systems.
- Principles and methods used in reading, testing, and calibrating meters.
- Customer service procedures and methods of resolving complaints.
- District policies and regulations regarding the establishment and maintenance of services.
- Geography of the District and the location of District facilities.

- District billing practices and fiscal recordkeeping methods.
- Microsoft Excel 2003 or higher, Word 2003 or higher, and Outlook.
- Computerized billing and service information systems.

Ability to:

- Perform a variety of difficult and sensitive customer service functions regarding the establishment and maintenance of District services.
- Maintain and update payment and billing records, resolving problems regarding delinquent accounts.
- Research and evaluate information regarding customer service and payment problems.
- Analyze and evaluate customer complaints.
- Make arithmetic calculations quickly and accurately.
- Operate a calculator by touch and type a minimum of forty (40) words per minute.
- Coordinate customer service functions with other District functions and services.
- Skillfully use computerized billing and customer information systems and software.
- Maintain tactful and good relations when working with the public regarding District services and complaints.
- Maintain effective working relationships with superiors and co-workers.

Typical Physical Activities

- Work at a desk for an extended period of time.
- Work in an office environment, lift and move objects up to 15 pounds such as large binders, books, and small office equipment.
- Sufficient finger/hand coordination and dexterity to operate and adjust office equipment.
- Regularly uses a telephone for communication.
- Use office equipment such as computers, copiers, and FAX machines.
- Sits for extended time periods.
- Hearing and vision within normal ranges with or without correction.

Environmental Factors

1. Exposure to the sun: 10% or less work time spent outside a building and exposed to the sun.
2. Irregular or extended work hours: Occasionally required to change working hours or work overtime.

Desirable Qualifications

Any combination of education and experience that would likely provide the necessary knowledge and abilities is qualifying.

A typical way to obtain the knowledge and abilities would be:

Experience: Two years of increasingly responsible work experience in performing customer service and relations work, preferably including experience in working with a water or wastewater agency.

License Certificate Registration Requirement

Driver License: Possession of a valid California Class C Driver License may be required at the time of appointment. Failure to obtain or maintain such required license(s) may be cause for disciplinary action. Individuals who do not meet this requirement due to a physical disability will be considered for accommodation on a case-by-case basis.

Possession and proof of a driving record free of multiple or serious traffic violations or accidents for at least two (2) consecutive years.

Salary and Benefits

- Work schedule is 40 hours per week
- Salary range \$3,336 to \$4,258
- Comprehensive Medical, Dental, and Vision insurance plans
- PERS retirement plan
- 10 days of vacation to start, 11 sick days, 14 holidays annually District provided term life insurance and disability insurance coverage
- Optional deferred compensation plan

Work Location

Crescenta Valley Water District Main Office
2700 Foothill Boulevard, La Crescenta, CA 91214

Filing Deadline

Friday, February 9, 2018 at 4:00 p.m. or until 50 applications are received.

Application forms are available online at the District website www.cvwd.com or at the Main Office. All applications should be returned to the District Main Office at 2700 Foothill Blvd., La Crescenta, CA 91214. Resumes will not be accepted in lieu of District application forms.

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