



CUSTOMER SERVICE REPRESENTATIVE I/II
Salary Range: \$4,523 - \$6,061

DEFINITION

Under the general supervision of the Director of Finance & Business Services, performs a wide variety of clerical and accounting tasks related to customer service and business needs; including establishing and closing accounts, processing billing, resolving customer inquiries and problems and other duties pertaining to the business.

CLASS CHARACTERISTICS

The Customer Service Representative (CSR) I/II is expected to set up accounts, issue bills, receive and process payments, handle customer inquiries and complaints, write service/work orders and perform basic clerical tasks in support of the customer service function. Incumbents may perform clerical accounting tasks such as cash reconciliations, inventory and purchase orders. Incumbents may train other staff and may be cross-trained in several areas, including accounting duties.

CSR II is distinguished as being fully competent in CSR I duties, including interpreting and explaining District Policies and Procedures, dealing with difficult customer inquiries and problems, and periodic accounting and reporting tasks. An incumbent at the CSR II level may also provide guidance and assistance to employees at the CSR I level, as needed. CSR II may act as supervisor in the Director of Finance & Business Services absence.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

Essential functions and responsibilities may include, but are not limited to, the following:

- Assists customers requesting to establish and/or terminate water service; accepts and receipts payments; makes arrangements for customer meters to be re-read and to check for leaks; modifies payment schedules upon request; follows up on customer complaints and notifies appropriate staff for assistance.
- Answers phones and takes messages; responds to customer requests for information and forms; explains District policies and procedures; sorts and distributes incoming and outgoing mail; orders and maintains needed supplies.
- Downloads meter usage data; generates and mails utility billing statements; issues late notices and disconnect notices; maintains records of customer accounts.
- Performs complex reconciliations, including cash, utility and accounting reconciliations; prepares bank deposits; counts cash receipts and posts receipts. Place, receive and monitor inventory and purchase orders.
- Types correspondence, memoranda, and warrant lists, and composes routine letters and correspondence; prepares and issues purchase orders for material, supplies, equipment and services.
- Maintains customer accounts and related accounting documents; enters adjustments according to well established procedures and guidelines, prepares reports and locates discrepancies.
- Uses two-way radio to communicate with field personnel concerning emergency water shut-offs; notifies appropriate outside agencies and customers of water shut-offs by phone or mail; prepares internal communications detailing events and routes to appropriate staff.

QUALIFICATIONS

Demonstrated knowledge of:

- Principles and practices of business and basic accounting.
- Use of computers and software in the development of accounting records and financial reports.
- Principles and techniques of customer service.
- General office procedures.
- Basic mathematics including addition, subtraction, multiplication and division.
- Principles and practices of written communication, English grammar, punctuation and writing.

Ability to:

- Communicate effectively, both orally and in writing with customers over the counter and on the phone, deal with hostile or upset people.
- Perform basic mathematical computations, sufficient to calculate bills and maintain accounting records.
- Read, interpret and apply policies and procedures.
- Ability to write using standard business English.
- Type, word process, use adding machines, and enter data at an acceptable rate of speed.
- Use standard office software and learn to use proprietary accounting and related programs.
- Establish and maintain effective working relationships with coworkers, supervisors, customers and others encountered in the course of business.

CLASS INFORMATION

Supervised by:	Director of Finance & Business Services
Exercises Supervision Over:	CSR II may exercise lead direction to CSR I
Bargaining Unit:	Classified
Status:	Full-time, hourly, non-exempt
Pay:	CSR II has 5% pay differential

TRAINING AND EXPERIENCE

Any combination of the following education, training, and experience, which demonstrates attainment of the required knowledge and ability to perform the required work (with reasonable accommodation, if needed):

Education: Equivalent to graduation from high school.

Experience: CSR I: One (1) year of clerical or accounting experience which has involved dealing directly with the public.
CSR II: In addition to the above, two (2) to four (4) years of customer service experience in a water agency, utility, or similar public service.

CERTIFICATIONS, LICENSES, AND REGISTRATIONS

A valid California Class C Driver's License must be maintained at all times.

PHYSICAL AND SENSORY REQUIREMENTS

- Sufficient eyesight to read fine statistical reports and standard text and data on computer terminal screens.
- Ability to speak and hear at normal conversational levels in person and over the telephone.
- Ability to lift and carry up to approximately twenty-five pounds; reach, bend, or crouch to use files and records.
- Manual dexterity to write legibly and to use calculators, computer terminals, and other general office machines.

BENEFITS

This District provides a competitive benefit package, including but not limited to comprehensive Medical, Dental and Vision Insurance, Paid Time Off, Paid Holidays, Pension, Life Insurance, Short-Term and Long Term Disability, and more.

APPLICATION REQUIREMENTS

Please submit a completed package consisting of the following:

- Resume
- Letter of Interest
- District Employment Application (see below)

You can find the complete package of documents at the following link:

http://www.slvwd.com/_Employment.htm

Email to humanresources@slvwd.com, or mail to the following address:

Human Resources
San Lorenzo Valley Water District
13060 Highway 9
Boulder Creek, CA 95006

CLOSING DATE: Monday April 15th, 2019

APPLICATION FOR EMPLOYMENT

San Lorenzo Valley Water District
13060 Highway 9, Boulder Creek, CA 95006-9119
Phone: 831-338-2153, Fax: 831-338-7986
Website: www.slvwd.com

San Lorenzo Valley Water District is an Equal Opportunity Employer. Applicants are considered for all positions without regard to race, color, religion, sex, national origin, marital status, age, physical or mental disability, medical condition, or sexual orientation.

Title of Position Applying For	Date of Application
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Personal Information

Last Name	First Name	Middle Name		
Address	Street	City	State	Zip
Telephone Number	Email Address			

How did you hear about this position? _____

Do you have a valid California Driver's License? Yes No

License Number	Type of License	Expiration Date
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Desired Salary: _____ Date Available: _____

Do you need reasonable accommodations to take a written test or interview? Yes No

Are you a U.S. Citizen or are you legally authorized to work in the U.S.? Yes No

May we contact your present employer? Yes No

May we contact your former employers? Yes No

Have you previously applied for employment with the District? Yes No

Have you ever been terminated or asked to resign from a position? Yes No

If yes, please explain: _____

Have you ever been employed at the District? Yes No

If yes, please explain: _____

Education and Training

Did you graduate from High School?

Yes No

If not, do you possess a GED or equivalent?

Yes No

Please list any degrees, certificates, and licenses below:

Employment History

Please describe your work experience in detail, beginning with your current or most recent position. If needed, attach additional sheets using the same format as on this application.

Exact Job Title	Dates of Employment	Hrs. per Week
Name of Employer	Address of Employer (include city and state)	Phone Number
Name of Supervisor	Number of Employees You Supervised (if applicable)	
Reason for Leaving		

Exact Job Title	Dates of Employment	Hrs. per Week
Name of Employer	Address of Employer (include city and state)	Phone Number
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Name of Supervisor	Number of Employees You Supervised (if applicable)	
Reason for Leaving		

References

Please list at least three professional references.

Name of First Reference		Job Title
Relationship	Phone Number	Email Address

Name of Second Reference		Job Title
Relationship	Phone Number	Email Address

Name of Third Reference		Job Title
Relationship	Phone Number	Email Address

Applicant's Statement

I hereby certify that all statements given herein are true, complete and correct to the best of my knowledge and are made in good faith. I understand that any falsification or willful omission shall be sufficient cause for dismissal or refusal of employment. I also agree that the District may verify past employment and educational attainments and may contact my present employer after approval has been granted.

Signature: _____

Date: _