



## **JOB DESCRIPTION**

### **Customer Service Representative**

**Starting Hourly Range**  
**\$18.00-20.00**

Hilmar County Water District (HCWD) was established in 1965 for the purpose of providing potable water to the residents of the Hilmar community. Shortly after establishment, the District also began providing wastewater collection, wastewater treatment, and storm drain services. The District serves a community of approximately 5,700 people with day-to-day operations led by the District Manager, a team of knowledgeable staff and operators, and ultimately governed by a five-member Board of Directors elected by the voting population within District Boundaries.

To be considered for this position, applicants must submit an application for employment with detailed and complete information in each section of the application.

In addition to submitting a detailed application, you may be required to respond to supplemental questions associated with the application. Your responses to the supplemental questions will be used to help us evaluate your qualifying knowledge, skills, and abilities. Resumes may be attached but will not be accepted in lieu of a complete application or in lieu of detailed responses to the supplemental questions.

#### **THE POSITION:**

The Customer Service Representative performs a variety of tasks in to assist in conducting the daily administrative and business functions for Hilmar County Water District. Among other things, this may include processing customer requests for service, resolving questions concerning the delivery of service and status of accounts, and processing payments.

#### **EXAMPLES OF DUTIES:**

Duties may include, but are not limited to, the following:

- Provide customer service to customers in person, by telephone, and via email.
- Performs cashiering duties, including preparing bank deposits and maintaining an accurate cash drawer count.
- Receives and responds to inquiries about District service; resolves a variety of questions related to accurate meter readings, high consumption, disconnects, re-connects, non-reads, and improper billings.
- Notify customers regarding delinquent accounts, non-payments, and returned checks; apply late fees and penalties to customer accounts; follow up on payment arrangements.
- Performs fiscal recordkeeping in maintaining and updating billing accounts.
- Utilize a variety of specialized software programs and confidential database, such as Sage and CUSI Utility Billing Software.
- Assist with updating the website and social media postings.
- Researches and applies District policies, rules, and regulations regarding establishing and maintaining billing accounts.
- Generates collections on delinquent bills, and places Claim of Liens on outstanding bills.
- Processes escrow demands and lien releases for properties in the District.
- Attend and participate in seminars and training courses as assigned.
- Maintains regular attendance and adheres to prescribed work schedule to conduct job responsibilities.

- Establish and maintain positive working relationships with co-workers and the public using principles of good customer service.
- Performs related duties as assigned.

**KNOWLEDGE OF:**

- English usage, grammar, spelling, and punctuation.
- Billing practices and fiscal recordkeeping methods.
- Modern office procedures, methods, and technology.
- Principles and practices of customer service.
- District policies and regulations regarding establishing and maintaining services.
- Methods and techniques of cash handling and reconciliation.
- Principles and practices of work safety.

**ABILITY TO:**

All applicants must have the ability to:

- Assist the public effectively by phone and in person.
- 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 and resolve delinquent accounts.
- Understand and carry out both oral and written instructions.
- Organize and prioritize work activities.
- Maintain tactful and good relations when working with the public regarding District services.
- Learn District's administrative and departmental policies.
- Learn District's utility billing software.
- Always represent the District in a positive and professional manner.
- Perform basic mathematical calculations.
- Efficiently operate computers and applicable software, as well as 10 key.
- Be an integral team player for the District, which involves flexibility, cooperation, and communication.
- Communicate effectively both orally and in writing.
- Establish and maintain effective working relations with those contacted in the course of work.
- Ability to speak Spanish and/or Portuguese is preferred, however not required.

**MINIMUM REQUIREMENTS:**

Education: Applicant must possess a high school diploma or equivalent. Additional education from an institute of higher learning (College or University, Junior or Community College, Trade School, etc...) in accounting, customer service, or computer systems is desirable.

Licenses/Certificates: Valid California Driver's License issued by the California Department of Motor Vehicles along with proof of a satisfactory driving record. Individuals not meeting this requirement due to a physical disability will be considered on a case-by-case basis.

Experience: The District would prefer all applicants for this position have at least one year of customer service work experience. Though experience in the public sector or utility industry is preferred, it is not required.

Other Requirements: May be asked to attend District Board meetings on occasion to perform job duties or interact with the Board of Directors.

**Please Note: The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.**

Applicants who are given a conditional offer of employment will be required to submit to a pre-employment drug screen and medical examination, at the District's expense, to determine whether the applicant is able to perform the essential functions of the position with or without a reasonable accommodation.

#### **ADDITIONAL APPLICATION INSTRUCTIONS**

Pick up an application for employment at the Hilmar County Water District office between 8:30 a.m. and 3:30 p.m. or call (209) 632-3522 to have an employment packet emailed to you. Though the District has not set a final filing date for this position, we will begin reviewing applications immediately.