EMPLOYMENT OPPORTUNITY

CUSTOMER SERVICE
FIELD REPRESENTATIVE I OR FIELD REPRESENTATIVE II

CSFRI: $3,527- $4,796 Per Month
CSFRII: $3,631- $4,938 Per Month

FILING DATE

This is an immediate opening. Applications will be accepted until filled.

El Toro Water District, in the city of Lake Forest, is seeking a qualified applicant for either a Customer Service Field Representative I or a Customer Service Field Representative II level position in the District’s Field Customer Service Department.

WORK SCHEDULE

This position is a (9/80) work schedule with nine hour shifts (6:30 a.m. to 4:00 p.m.) from Monday – Thursday and eight hour shifts on Friday (6:30 a.m. to 3:00 p.m.) with every other Friday off.

QUALIFICATIONS:

CS Field Representative I
1. High School Diploma or equivalent.
2. Must have a working knowledge of hand tools and possess ability to use them safely.
3. One year experience working with general public;
4. Ability to learn how to use the hand-held meter reading equipment and be proficient working with numbers;
5. Ability to learn how to operate a two-way radio.
6. Valid California Driver's License; and

CS Field Representative II
1. High School diploma or equivalent, and
2. Minimum two years’ experience working with general public.
3. Ability to use the hand-held meter reading equipment and be proficient working with numbers.
4. Must have a working knowledge of hand tools and possess ability to use them safely.
5. Orange County Certification as a Backflow Device Tester.
6. Grade 2 Water Distribution Certificate.
7. Grade 2 Water Treatment Certificate.
8. Knowledge of two-way radio operation
9. Valid California Driver’s License
RESPONSIBILITIES:

Both positions require the following skills:

- Serve as meter reader to read and record water meters of all accounts, domestic, recycled and commercial, using a hand-held meter reading computer.
- Provide turn-on and shut-off service to designated meters.
- Install and maintain temporary construction meters; inspect meters, detect malfunctioning meters, report loose connections, leaks or stopped meters to appropriate personnel; submit report of findings to superior.
- Perform minor repair of meters in the field; suggest replacements of irreparable or faulty meters.
- Report damaged meter boxes, box lids, angle meter stops, gate valves, inaccessible and substandard meter installations to Supervisor.
- Be alert to and watch for potential cross connection situations and report such conditions to Supervisor.
- Responsible for accountability and maintenance of assigned tools, vehicle and equipment.
- Report required replenishment of tools and materials to supervisor.
- Report unauthorized use of water or connections to District facilities to Supervisor.
- Under the direction of the Supervisor, replace damaged meter boxes, lids, angle meter stops, gate valves and perform minor service repairs as required.
- Keep advised as to safety rules and regulations. Provide for a safe and orderly work environment.
- Perform other duties as assigned.

The specific statements shown in each section of this classification description are not intended to be all inclusive. They represent the essential functions and minimum qualifications necessary to successfully perform the assigned functions. Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

Ability to:
Understand and carry out written instructions independently; communicate effectively orally and in writing; use a computer and applicable software; respond to emergencies during off hours; work overtime, weekends and some holidays; establish and maintain effective working relationships with those contacted in the course of work.

Physical Requirements:
Ability to operate job related equipment; carry, push, pull, reach for and lift equipment, parts or material weighing up to 60 pounds; walk, sit and/or stand for extended periods of time; walk on uneven terrain and work in an outdoor environment with possible exposure to harsh weather conditions, heavy equipment, dust, noise and potentially hazardous substances; ability to stoop, kneel, crouch, bend at the waist and neck, crawl and climb during maintenance and repair work; work in confined spaces, trenches and elevated areas;
occasionally turn valves of different sizes at different pressures. Ability to hear and focus vision for close work and adjust at distances as well as hand to eye coordination required.

**Knowledge of:**  
Safety precautions and practices necessary when working with specialized equipment applicable to the area assigned; methods, materials, tools and equipment used in the operation of reading meters, replacements of meters, lids, angle, valves and other minor repairs; basic math and strong communications.

**SELECTION PROCEDURE**  
Those applicants whose qualifications most closely match the needs of the position based on experience and training will be invited to participate in the selection process, which may consist of a written test, performance test, oral interview or any combination thereof. The successful candidate will be selected from the list of those determined by the selection process to be among the best qualified. Preliminary reference checks will be done prior to a conditional job offer. Following a conditional job offer, successful candidate will be required to take and pass a physical examination, including a drug and alcohol screen, and a thorough background investigation, including criminal history check, verification of a satisfactory DMV driving record, as well as detailed reference checks and employment verification.

**TO APPLY**  
An El Toro Water District application form must be fully completed. Resumes will not be accepted in lieu of District application but may be attached. Applications may be obtained from the ETWD website at [www.etwd.com](http://www.etwd.com) or by applying in person at the District’s Main Office at 24251 Los Alisos Blvd., Lake Forest, California, 92630, between 8:00 a.m. and 4:00 p.m. Monday through Thursday. Completed applications may be faxed to: (949) 837-7092 or email to: hr@etwd.com.

**EMPLOYEE BENEFITS**

**Retirement**  
ETWD participates in a 401(k) retirement. ETWD also offers a 457 Deferred Compensation plan. The District contributes a minimum of 9% of gross salary per pay period and, with employee participation, will contribute an additional 6%.

**Health Insurance**  
The District provides the choice of an HMO or PPO plan as well as dental insurance, vision insurance and an Employee Assistance Program for full-time employees and their dependents. ETWD also provides medical benefits to qualified employees at retirement.

**Life Insurance**  
Two times annual salary up to a maximum of $300,000.

**Disability Insurance**  
ETWD provides short and long-term disability coverage.

**Long Term Care**  
ETWD provides Long Term Care insurance.

**Vacation**  
Starts at 80 hours per year; accrual increases after 5 years and beyond

**Sick Leave**  
96 hours per year

**Holidays**  
10 days per year (1 is floating)

**Service Awards**  
Gifts for each five-year interval of service

**Certification Bonus Program**  
Financial recognition for earning specific certifications.