



## CUSTOMER SERVICE OFFICE REPRESENTATIVE I

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### **FILING DATE**

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

### **WORK SCHEDULE**

This position is a (9/80) work schedule with nine hour shifts (7:00a.m. to 4:30 p.m.) Monday – Thursday and eight hour shifts on Friday (7:00 a.m. to 3:30 p.m.) with every other Friday off.

### **SUMMARY:**

Under the direction of the Supervisor Customer Service / Billing, perform clerical duties involved in processing, reviewing and maintaining customer accounts receivable records and perform a variety of clerical duties as required.

### **SPECIFIC DUTIES AND RESPONSIBILITIES:**

1. Respond to telephone, email and in-person inquiries from customers regarding accounts, sewer or water service.
2. Post customer deposits.
3. Prepare and maintain various reports, records, documents and lists as required, such as delinquent account lists, make adjustments to accounts and submit to supervisor for review and approval.
4. Perform routine clerical duties as required, such as data entry, filing and batching of records.
5. Initiate, coordinate and authorize meter turn-on activities for new services and problem accounts, review delinquent accounts and authorize meter turn-off activities.
6. Advise Customer Service Field Representatives of customers locked off for nonpayment of service for purpose of instructing on-call employee that such conditions exist.
7. Generate customer service orders among Customer Service Field Representatives, ensuring that proper forms and instruction are available in difficult or sensitive situations.
8. Perform other duties as assigned.

### **MINIMUM EDUCATION AND EXPERIENCE:**

1. High school diploma or equivalent and;
2. Six months to one year experience in customer service experience preferably in the utility industry.
3. Must have experience with Microsoft Office Word and Excel. Experience with billing software is a plus.
4. Bilingual in Spanish a must
5. Must have a current "C" driver's license.

*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.*

## **WORK ENVIRONMENT & PHYSICAL REQUIREMENTS:**

Ability on a regular basis; walk, sit and/or stand for extended periods of time. Regularly required to use hands to finger, handle or feel, reach with hands and arms and talk and hear. Ability to focus vision for close work and adjust at distances. Occasionally lifting and/or moving up to 10 pounds. The noise level is quiet to moderate. On occasion exposure to the outdoor environment and weather conditions may be required.

## **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. Following a conditional job offer, successful candidate will be required to take and pass a 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: (888) 498-9550 or email to: [jcimorell@etwd.com](mailto:jcimorell@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 7.5%.

**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 (2 are floating)

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

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