



ROWLAND WATER DISTRICT
3021 Fullerton Road, Rowland Heights, CA 91748
www.rowlandwater.com

EMPLOYMENT OPPORTUNITY

Customer Service Representative

Deadline to file applications: July 28, 2021

SALARY AND BENEFITS

SALARY RANGE: \$5,039 - \$6,125 per month

- Medical, Dental and Vision Insurance plans paid 100% by the District for employee and dependent(s)
- CalPERS Retirement: Classic members, 2.5% at 55; PEPRAs members, 2% at 62
- 10 paid holidays per year, 10 paid vacation days per year initially, up to 20 per year, 12 paid sick leave days per year.
- Tuition Reimbursement up to \$7,500 per year, and not more than \$37,500 in total
- 9-80 work week (every other Friday off)

DEFINITION

Under general supervision from the Customer Service Supervisor, performs a variety of routine to routine to complex customer service functions including researching problems; responds to customer complaints and inquires; receiving payments; processes water service applications; generating service orders, prepare and review billing reports and process billing; performs other work as assigned.

EXAMPLE OF DUTIES

- Responds to customer requests in person or by telephone, mail, e-mail, or fax to initiate, add or terminate residential or commercial water service accounts; inputs information and checks for accuracy; files all supporting documents.
- Assesses situations; determines appropriate action to defuse potentially difficult situations with customers within established guidelines; refers highly difficult issues to supervisor for resolution.
- Maintains cash drawer; accepts, processes, and reconciles all payments; prepares deposit when required.
- Maintains records of past due customers' accounts; generate past due notices; sets date of service shut-off for non-payment; processes NSF checks, ACH returns and payment returns from online platform; refers delinquent closed accounts to collection agency in accordance with established District policy; reverse late fees within authority levels when warranted.
- Generates service orders for Field Service personnel and makes a record of fieldwork completed.
- Load, unload and maintain automated meter readers.
- Analyze, interpret, and communicates manual or automated meter reads to customers.
- Perform a wide variety of administrative tasks including typing letters, memos, and data entry, maintain files, and sort mail.

TYPICAL PHYSICAL ACTIVITIES

- Communicates orally with District management, co-workers, and the public in face-to-face, one-on-one, and group settings.
- Must be able to carry, push, pull, reach, bend, crouch and lift objects and supplies weighing up to 20 lbs.
- Talk and/or hear in person and by phone
- Uses a two-way radio for communication.
- Use hands repetitively to operate computers and other standard office equipment.
- Sits and stands for extended periods of time.
- Vision within normal range.

EDUCATION AND EXPERIENCE

- High school diploma or equivalent certificate.
- Education or training in customer service, accounting, and communication principles.
- Three (3) years of progressive customer service experience; experience in a water utility is highly desirable.
- Ability to pass a typing and 10-key by touch test.
- Ability to speak a second language is desirable.

SPECIAL REQUIREMENTS

- Possession of valid California Driver's License (Class C) issued by the State Department of Motor Vehicles. Proof of a good driving record free of multiple or serious traffic violations or accidents for at least two (2) years' duration. The driving record will not contribute to an increase in the District's automobile liability insurance rates.
- Ability to pass a pre-employment physical and drug screening.
- This position serves a mandatory six (6) month probationary period.

Overtime Assignments

The purveyance of water is a vital service to the community and as such always requires the availability of District personnel. Consequently, employees will be required to respond to emergency calls, accept periodic overtime assignments, and perform all duties deemed necessary by the District. Lacking a bona fide excuse satisfactory to the District, a failure to report when called could result in termination.

APPLICATION PROCESS:

Visit www.rowlandwater.com for a complete job description. Applications can be completed and submitted online along with a resume at www.rowlandwater.com/careers.

Fair Labor Standards Act:

For the Fair Labor Standards Act, this position shall be considered an "non-exempt" position.

Equal Opportunity Employer:

Rowland Water District is an equal opportunity employer, and does not discriminate in hiring, training, promotion, compensation, or terms of employment on the basis of race, religious creed, color, national origin, ancestry, physical handicap, medical condition, marital status or sex.

Americans with Disabilities Act:

The District will make such reasonable accommodations to enable persons with disabilities to fulfill the requirements of the position in accordance with the Americans with Disabilities Act of 1990.