



ROWLAND WATER DISTRICT

3021 Fullerton Road, Rowland Heights, CA 91748

www.rwd.org

"We are devoted to caring for our neighbors and our future."

EMPLOYMENT OPPORTUNITY Customer Service Representative

Deadline to file applications: December 3, 2024

Please note that this recruitment may close at anytime without prior notice.

SALARY AND BENEFITS

SALARY RANGE: \$6,152 - \$7,478 per month

- Health, 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
- 11 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 complex customer service functions including answering phone calls, researching problems; responds to customer complaints and inquires; receive and reconcile payments; processes water service applications; generating service orders, prepare and review billing reports and process billing; performs other work as assigned.

EXAMPLE OF DUTIES

The following are duties performed by employees in this class. Duties listed are not meant to be all-inclusive. Other duties may be required as assigned.

- Provides a customer service-oriented experience and workplace that supports the District's mission, values, and purpose statement.
- Answers direct calls to District staff, answers a broad range of general information questions about the District programs, policies and procedures, rate structure.
- Responds to customer requests in person, by telephone, mail, e-mail, or fax. Start or terminates 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.
- Perform basic account reconciliation.

EXAMPLE OF DUTIES (continued)

- 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.
- Load, unload and maintain automated meter reads by AMI.
- Analyze, interpret, and communicates automated meter reads to customers.
- Review's data transferred from meter reading and customer service input to assure accuracy. Investigates and troubleshoots billing issues. Conducts research, generates computer queries, and analyzes data to detect anomalies and determine the cause for billing inaccuracies. Carries out activities to compute and generate customer billings.
- Gather, analyze, and prepare documents or spreadsheets for special reports and studies when required.

Ability To:

- Operation and use of computer programs within Microsoft Office 365, including MS Word, MS Excel, and MS Outlook.
- Deal tactfully and courteously with the public and others in providing information, answering questions, and providing customer service.
- Analyze customer service problems, evaluate alternatives, and make appropriate recommendations.
- Respond to and effectively prioritize multiple phone calls and other requests.
- Communicate clearly and concisely, both orally and in writing.
- Explain District policies and procedures to customers.
- Compose routine correspondence independently or from brief instructions.
- Balance payment receipts and maintain accurate financial records.
- Perform mathematical calculations accurately and quickly.

EDUCATION AND EXPERIENCE

Any combination of education and experience, which would likely provide the necessary knowledge and abilities is qualifying.

- 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 speak a second language is highly desired.

SPECIAL REQUIREMENTS

- Possession of a 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.
- Required to pass a physical examination which includes an initial drug screening. The district will also conduct a comprehensive pre-employment background investigation.
- This position serves a mandatory six month at-will probationary period.

APPLICATION PROCESS

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