



ROWLAND WATER DISTRICT

3021 Fullerton Road, Rowland Heights, CA 91748

www.rwd.org

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

PAID INTERNSHIP **6-MONTH CONTRACTUAL ENGAGEMENT** **Customer Service Representative/Administrative Assistant Intern**

Deadline to file applications: October 20, 2026

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

SALARY AND BENEFITS

SALARY: \$23.00 per hour

- Medical Insurance plan paid 100% by District by sixty (60) day of employment (employee only).
- 40 hours of paid sick leave
- Full time- 9-80 Work Week (every other Friday off)

DEFINITION

This 6-month contractual internship is a paid position where the individual shall work directly with District staff on performs a variety of routine customer service functions including answering phone calls, researching problems; responds to customer complaints and inquiries; receive and reconcile payments; processes water service applications; generating service orders, provide administrative support and 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 customer service-oriented experience and workplace that supports the District's mission, values, and purpose statement.
- Answer direct calls to District staff, answer a broad range of general information questions about the District programs, policies and procedures, and rate structure.
- Responds to customer requests in person, by telephone, mail, e-mail, or fax. Start 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 drawers; accepts, processes, and reconciles all payments.
- 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 return from online platform.

EXAMPLE OF DUTIES (continued)

- Generates monthly list of customer deposits held in accordance with District policy and evaluates application of deposits held; generates monthly report for deposit and evaluates application of deposits held; generates monthly report for deposit and credit refunds.
- Interpret and analyze meter readings using the Advanced Metering Infrastructure (AMI) database; identify irregularities and potential leaks and clearly communicate findings and recommended actions to customers.
- Perform a wide variety of administrative tasks including composing letters, memos, and data entry and maintaining files.
- Assisting with office supply inventory.
- Researching information and compiling data for projects.
- Performs basic routine maintenance to miscellaneous office equipment.
- Supporting multiple departments with administrative tasks as assigned.

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.
- Cash handling experience required.
- Ability to speak a second language is 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.

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.