

**January 31, 2012**

**JOB ANNOUNCEMENT**

**CUSTOMER SERVICE REPRESENTATIVE I**

McKinleyville Community Services District is seeking applications for the position of Customer Service Representative I. Under general supervision the Customer Service Representative I performs specialized, clerical, bookkeeping and data processing procedures as they relate to customer service, utility billing, accounts payable and other District needs as assigned. Customer Service Representative I is the entry level class of this series. Initially under close supervision learn to receive and process payments, and to handle customer inquiries and complaints. As experience and proficiency are gained, there is greater independence of action within established guidelines. This applicant may also be required to help with Special Requests from other Department or Department Heads.

A high school diploma or G.E.D. and at least one year of customer service or clerical experience are required for this position. Three years of cash handling and/or banking experience are desired for this position.

This is a permanent, full-time position with an excellent benefit package that includes health/dental/life insurance, PERS retirement, paid holidays, sick leave and vacation in accordance with District policy.

The starting salary for this position is \$11.66 TO \$12.85 per hour DOQ. The successful candidate must pass a pre-employment drug screen and criminal background check. Also required is a valid California driver's license.

To apply for this position please return a completed application, resume and cover letter to the McKinleyville Community Services District office (P. O. Box 2037, 1656 Sutter Road, McKinleyville CA 95519) by February 17, 2012. Application information is available at the District office or at [www.mckinleyvillecsd](http://www.mckinleyvillecsd). Resumes will not be accepted in lieu of the original District Application Form.

Please see attached job description for additional information.

**APPLICATION DEADLINE FEBRUARY 17, 2012**

# MCKINLEYVILLE COMMUNITY

## SERVICES DISTRICT

### CUSTOMER SERVICE REPRESENTATIVE 1

Position: Customer Service Representative 1  
Division: Support Services  
Supervisor: Finance Director  
Status: Non-Exempt (Hourly)

**DEFINITION** Under general supervision, to perform specialized, clerical, bookkeeping and data processing procedures as they relate to customer service, utility billing, accounts payable and other District needs as assigned.

**DISTINGUISHING FEATURES** Customer Service Representative I is the entry level class of this series. Initially under close supervision learn to receive and process payments, and to handle customer inquiries and complaints. As experience and proficiency are gained, there is greater independence of action within established guidelines. There is a potential to advance to the Customer Service Representative II level after two years of successful experience at the CSR I level and demonstrating proficiency for performing Customer Service Representative II level work.

### TYPICAL EXAMPLES OF DUTIES

- Attendance and Punctuality are required abilities for this position.
- Greet customers and the general public; direct customers and general public to the appropriate department staff.
- Using an on-line computer system, processes requests to begin or end water service, obtaining required information from the customer; enters name, address and other changes to create or update master customer account records and files.
- Answers customer inquiries, interprets policies and regulations, explain service fees and rate structures, researches questions or problems and follows up as required.
- Answers billing inquiries, affects payment of overdue accounts and adjusts accounts within specific guidelines.
- Receives customer payments, makes change and issues receipts; balances cash receipts and prepares deposit documents.
- Processes payments received by mail, over the counter and the drop box, including totaling batches of checks and preparing deposit slips.
- Enter customer payment and account adjustment information into the on-line computer system.
- Schedules required activity for field personnel; maintains close contact with such staff, particularly in relation to beginning water service or turning water service off for nonpayment.
- Ability to process billing and receiving meter readings if needed as backup.
- Reviews hard-copy customer account records for completeness and arithmetic accuracy; maintains customer account files and related master meter records.
- Acts as receptionist for District administrative offices, receiving, screening and forwarding all telephone calls and visitors and referring caller to proper office or individual.

- Prepares correspondence and periodic or special reports relating to customer service activities.
- Maintains Service Order Files and filing system for billing registers and customer account information.
- Help prepare and follow up on delinquent lock list.
- Processes accounts payable for payment including statements, invoices, reconciliation, and preparation of vouchers.
- Provide a wide variety of general clerical work, including typing, filing and copying.
- Ability to follow or “adhere” to all District policy and procedures.

#### **BASIC QUALIFICATIONS:**

#### **KNOWLEDGE OF:**

- Modern office procedures, methods, and computer equipment.
- Customer Service and Customer Satisfaction.
- Basic record keeping practices and procedures.
- Basic mathematics principles.
- Basic bookkeeping and financial record keeping principles and practices.
- Safe Work Practices.

#### **ABILITY TO:**

- Be present and on time at the specified work station each day.
- Establish and maintain effective working relationships with those contacted in the course of work including District staff and the general public.
- Provide customer service skills in supporting the District’s customers.
- Use and operate a typewriter, calculator, computer, computerized customer information system and other office equipment.
- Maintain a variety of clerical records and files.
- Perform procedures in an organized and accurate manner.
- Accurately count, record and balance assigned transactions.
- Learn and correctly apply the policies and procedures of the District.

#### **PHYSICAL REQUIREMENTS AND WORKING CONDITIONS:**

- Communicate clearly and concisely, both orally and in writing.
- Hear normal conversation in person and/or on the telephone.

- Vision must be sufficient to accomplish the duties of the position, which may include operating a District vehicle.
- Sit for prolonged periods of time.
- Manual dexterity must be sufficient to accomplish the duties of the position.
- Push and pull 25 pounds.
- Lift and carry 25 pounds.

**EDUCATION AND EXPERIENCE:**

- High school diploma or equivalent.
- One year of relevant customer service experience and accounting clerical experience.

**LICENSE:**

- Possession of, or ability to obtain, a valid California driver's license. Must have a driving record acceptable to the District

I have received and read this Job Description, fully understand it, and freely agree to its terms.

Dated \_\_\_\_\_ Signature of Employee \_\_\_\_\_

Adopted and Approved January----2010

**MCKINLEYVILLE COMMUNITY SERVICES DISTRICT**

**APPLICATION FOR EMPLOYMENT**

Position applied for: \_\_\_\_\_ Date: \_\_\_\_\_

Applicant Name: \_\_\_\_\_ Address: \_\_\_\_\_

Mailing Address: \_\_\_\_\_ Phone: \_\_\_\_\_ Cell: \_\_\_\_\_

How did you hear about the job opening? \_\_\_\_\_ E-mail: \_\_\_\_\_

Please list other names by which you have been known \_\_\_\_\_

Can you, after employment, submit proof Yes No  
Of your legal right to work in the US?

Are you 18 years or older? Yes No  
(If under 18 a work permit is required by state/federal laws)

Can you perform the essential requirements of the position you are applying for with or without reasonable accommodation? Yes No  
(Note : MCSD complies with the ADA and state law and considers reasonable accommodation measures that may be necessary for eligible applicants and employees to perform essential functions.)

Besides the crime of possession of less than an ounce of marijuana for personal use more than two years ago, have you ever been convicted of an offense other than a minor traffic violation? Yes No If yes, give date, place, offense and outcome: \_\_\_\_\_

(Answering "yes" does not constitute bar to employment. The nature of the offense, the date of the offense, the surrounding circumstances and the relevance of the offense to the position(s) applied for will be considered. Please exclude convictions which were sealed, expunged or statutorily eradicated and any misdemeanor for which probation was successfully completed or otherwise discharged and the case has been judicially dismissed.)

It is MCSD's policy to provide equal opportunity to all persons without regard to race, color, religion, sex, pregnancy, marital or domestic partner status, sexual orientation, gender identity or expression, age, ancestry, national origin, disability, or medical condition, as defined in state and federal laws. This policy covers all aspects of employment, including, but not limited to, recruitment, selection, training, promotion, transfer, compensation, demotion and termination.

**EMPLOYMENT HISTORY**--Please list jobs you have had in the last 10 years starting with your current or most recent position.

Employer: \_\_\_\_\_ Your Job Title: \_\_\_\_\_

Address: \_\_\_\_\_ Your Supervisor & Title: \_\_\_\_\_

Employer's Phone Number: \_\_\_\_\_ Dates Employed: From: \_\_\_\_\_ To: \_\_\_\_\_

Your Job Duties: \_\_\_\_\_

Final Salary: \_\_\_\_\_ Reason for leaving: \_\_\_\_\_ May we contact? Yes No

Employer: \_\_\_\_\_ Your Job Title: \_\_\_\_\_

Address: \_\_\_\_\_ Your Supervisor & Title: \_\_\_\_\_

Employer's Phone Number: \_\_\_\_\_ Dates Employed: From: \_\_\_\_\_ To: \_\_\_\_\_

Your Job Duties: \_\_\_\_\_

Final Salary: \_\_\_\_\_ Reason for leaving: \_\_\_\_\_ May we contact? Yes No

Employer: \_\_\_\_\_ Your Job Title: \_\_\_\_\_

Address: \_\_\_\_\_ Your Supervisor & Title: \_\_\_\_\_

Employer's Phone Number: \_\_\_\_\_ Dates Employed: From: \_\_\_\_\_ To: \_\_\_\_\_

Your Job Duties: \_\_\_\_\_

Final Salary: \_\_\_\_\_ Reason for leaving: \_\_\_\_\_ May we contact? Yes No

Please attach additional sheets if necessary. Please complete this section even if you are attaching a resume or other materials. Please include military and volunteer experience. Application is continued on reverse.

**EDUCATION AND TRAINING**

	Name & Location of School	Course of Study Circle last year completed	Degree/Diploma Received
High School		9 10 11 12	
College		1 2 3 4	
Technical			
Skills/Other			

**LICENSES** -- Please list any relevant driver's or other professional licenses or certifications

	Type or Class of License	Agency Issuing	Number and Expiration Date
Driver's			
Other			

**REFERENCES** -- Please list three references that we may contact at this time who are not related to you.

Name & Title _____ Address _____ Phone _____	What can this person tell us about you?
Name & Title _____ Address _____ Phone _____	What can this person tell us about you?
Name & Title _____ Address _____ Phone _____	What can this person tell us about you?

**PLEASE CAREFULLY READ THE FOLLOWING APPLICANT'S STATEMENT BEFORE SIGNING:**

I certify that the information contained in this application and any attachments is true and correct to the best of my knowledge. I authorize MCSD to thoroughly investigate my entire employment history, references, educational background, driving record, credit history, required licensing and certifications, and criminal record and I expressly authorize MCSD to verify all information provided in this employment application, related documents and/or employment-related interviews or discussions. Deliberate misrepresentations of fact may justify refusal of employment or if employed, termination from employment by MCSD. I understand that any misrepresentation or material omission may result to receive an offer or, if I am hired in this application, in my dismissal.

I understand that a medical examination, which may include a test for drugs and alcohol, may be required after an offer of employment is made but before employment begins. I expressly agree to present myself to a physician chosen by MCSD for such examination if requested by MCSD. I understand that all examination results will be treated confidentially by MCSD and that refusal to submit to such examination will result in withdrawal of the offer of employment.

I understand that MCSD is a drug free workplace and has an Arbitration Policy whereby employees agree to resolve all employment disputes by arbitration and to waive any rights to a trial by jury. I agree to abide by all MCSD Policies and Procedures.

I understand that MCSD is an "At Will" employer. If employed, I will be free to resign at any time for any reason and MCSD similarly retains the right to terminate my employment at will.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_