



CUSTOMER SERVICE REPRESENTATIVE **Community of Aromas, California**

The Aromas Water District (AWD) was formed in 1959 for the purpose of delivering potable water to the community of Aromas; we are a Multi-County Special District, governed by an elected board of five members.

The AWD lies in both Monterey and San Benito counties, primarily in the un-incorporated town of Aromas and beyond. The town of Aromas is located on the east end of the Pajaro Valley Basin in the beautiful inland coastal foothills of the Monterey Bay area.

The AWD serves nearly 3000 customers through 954 connections in the Aromas and San Juan Bautista areas distributed by over thirty miles of pipeline.



UNIQUE OPPORTUNITY

The Customer Service Representative (CSR) is the face of AWD, normally the first important contact with our customers. The CSR will be performing organizational duties and complex administrative work.

Under general supervision, the CSR performs a variety of functions in greeting, receiving and processing service requests from customers; performs fiscal record keeping tasks related to maintaining and updating billing accounts, as well as receive and resolve questions concerning the delivery of services and status of accounts.

THE POSITION

- Receives and processes customer service requests, collects appropriate funds, and coordinates establishment of services with other AWD staff
- Processes monthly invoices, receives and processes billing payments using utility billing software
- Researches and applies AWD policies and regulations regarding establishment and maintenance of services
- Prepares weekly bank deposits, balance deposit with water billing software totals

- Receives and responds to inquiries about AWD service; resolves a variety of questions related to accurate meter readings, high consumption, delinquent accounts, turn-ons, turn-offs, non-reads, and billings
- Maintains and updates meter reading reports
- Audits meter readings for: high use, low use, and anomalies
- Communicates with customers, face-to-face, via phone, or email; providing a variety of information, or referring them to the appropriate member of staff.
- Prepares a variety of correspondence
- Utilizes software for Utility Billing, plus Microsoft Word & Excel
- Performs general office duties.

DESIRABLE QUALIFICATIONS

Any combination of education and experience that would likely provide the necessary knowledge and abilities is qualifying. Attention to detail is *essential*.

Bilingual in Spanish is desirable, though not essential.

Experience: Two years of increasingly responsible work experience in performing customer service and relations work, preferably including experience working at a water agency.

COMPENSATION AND BENEFITS

The hourly wage for this position starts at \$15.60. The position is part-time, three days per week: Monday, Wednesday and Friday (a total of 24 hours).

AWD offers a comprehensive competitive benefits package including:

- Defined Benefit Retirement Plan; AWD contracts with CalPERS for retirement benefits:
- Classic members: 2% at age 55
- PEPRA New Members: 2% at age 62
- AWD participates in Social Security
- 457 Plan available for Employee pre-tax contribution
- Vacation Leave, Sick Leave & Paid Holidays

RECRUITMENT SCHEDULE

Please submit your résumé, and three work-related references.

- Résumé final filing date Noon, Fri July 6, 2018
- Preliminary Interviews Tue 17 or Thu 19 July, 2018
- Available to Begin Work Mon Jul 30, 2018 or sooner

To apply for this employment opportunity, please send your résumé and cover letter electronically to:

admin@aromaswaterdistrict.org

To find further information regarding AWD go to:
www.aromaswaterdistrict.org