

Crestline Village Water District

Customer Service Representative

Full Time position. Beginning pay: \$25.61 – 31.98/hour based upon qualifications. Excellent benefits. Job responsibilities include working with public, customer billings, working with computerized billing and mailing equipment, and general office duties. Prior computer, bookkeeping and office experience preferred.

Complete job description and application are available between 7:30 a.m. and 4:30 p.m., Monday thru Friday, at the District's office, or on our website at www.cvwater.com. To apply, submit a completed application to: Crestline Village Water District, 777 Cottonwood Drive, P.O. Box 3347, Crestline, CA 92325-3347, no later than 4:30 p.m., Friday, January 15, 2021.

Job Description - Customer Service Representative

Description. Under supervision of the Office Manager: maintains customer account files; sets up new accounts; prepares and processes information necessary for reading customer water meters; prepares and processes billings for water customers; receives money in payment of bills and fees, keeps records of collections, and posts receipts; receives bills and processes for payment; types reports, letters, legal documents, and statistical and financial data; gives out information personally to the public in the office or by telephone; receives, distributes and dispatches mail; adds and checks columns of figures; checks and tabulates simple statistical or accounting data; maintains various files, listings and records used in connection with District business; proofreads copy; assists in preparing and checking payroll and various accounting records; operates office equipment, including adding machines, photocopier, typewriter, computer and other office and billing equipment; operates computer to perform all necessary functions; may act as receptionist, receiving, routing, and placing calls and directing visitors; prepares bank deposits; responds to public inquiries; maintains correspondence files; and, types, files and assists in other office work.

Required Qualifications. Must possess one (1) year of responsible clerical and secretarial experience, and in keeping or reviewing accounting or fiscal records (nine semester units of job-related education in accounting may be substituted.) Must have the equivalent to completion of high school (grade 12), preferably including or supplemented by courses in bookkeeping/accounting.

Desirable Qualifications. Applicant should have knowledge of: methods, practices and terminology used in financial clerical work; and, modern office methods, practices and procedures. Strong IT knowledge, proficient in Word, Adobe and Excel.

Applicant should have the ability to: post financial data and to make mathematical calculations rapidly and accurately; operate adding machine, typewriter and computer terminal; have experience with word processing, understand and carry out oral and written directions; and, maintain cooperative relations with those contacted in the course of work.