

PART TIME OFFICE CLERK OPEN UNTIL FILLED

**LAKE HEMET MUNICIPAL WATER DISTRICT
CLASSIFICATION SPECIFICATION**

JOB TITLE: Part Time Office Clerk

DIVISION: Administrative Services

CLASS DEFINITION:

To perform a variety of responsible clerical and record keeping duties supporting the servicing of customer accounts; to serve as front-line customer support responsible for processing requests for service, handling customer complaints, and providing information; and to perform related duties as required.

SUPERVISION RECEIVED:

Receives general supervision from – Administrative Services Manager within a framework of standard policies and procedures

SUPERVISION EXERCISED:

Candidates in this series do not exercise supervision over others.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS:

Responsibilities and duties include, but are not limited to the following:

- Interpret policies and procedures and exercise judgment to respond to routine customer inquiries and complaints pertinent to billing or District services; or refer them to appropriate personnel for resolution
- Obtain required customer information to process requests for start or discontinuance of water services
- Receive customer telephone payments and deposits for service
- Sort, file, or locate office documents according to a standardized filing system; record and trace information pertinent to customer accounts
- Use a computer extensively to enter customer data, post payments, and create service orders

EXAMPLES OF NON-ESSENTIAL JOB FUNCTIONS:

- Performs other job-related duties as required

EMPLOYMENT STANDARDS:

Any combination of experience, training and/or education to demonstrate the knowledge and abilities of a part time office clerk

Education and Experience:

Completion of twelfth grade or equivalent plus journey level customer service work involving the use of personal computers, preferably in a water utility environment

Knowledge of:

- standard office practices and procedures
- personal computer operation and office applications
- English usage and business math
- record keeping and reporting
- fundamental principles of human relations

Licenses/Certifications Required:

- Possession of a valid Class C California Driver's License and a satisfactory driving record.

WORKING CONDITIONS:

Environmental Conditions:

Office environment with controlled temperature. Candidate will work closely with the public and other District personnel.

Physical Conditions:

Work is performed in a dynamic environment requiring maintenance of attention to detail while interacting with the public in person and on the phone. Clerical duties necessitate prolonged periods of sitting and viewing data on a CRT screen; and require finger and hand dexterity for extensive use of a personal computer or typewriter.

Other:

FLSA STATUS: Non-Exempt

UNIT DESIGNATION: Clerical

Note: The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an inclusive list of all duties, responsibilities and skills required of incumbents. In accordance with the Americans with Disabilities Act, reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential job functions.

Pay: \$14.00 per hour

Hours will vary

Please contact Shirley Richards in Human Resources at (951) 927-8376 for any questions
Submit employment application to: srichards@lhmwd.org