



# JOB POSTING

## CUSTOMER SERVICE REPRESENTATIVE I/II

LAKE HEMET MUNICIPAL WATER DISTRICT

APPLY  
NOW

**JOB TITLE:** Customer Service Representative I/II Position Type: Full-Time / Regular

**DIVISION:** Administrative Services

**SALARY RANGE:**

Customer Service Rep. I Range 6.5: \$23.56 - \$31.62 Hourly; \$4,083.00 - \$5,480.00 Monthly  
Customer Service Rep. II Range 8.5: \$26.16 - \$35.07 Hourly; \$4,535.00 - \$6,079.00 Monthly

**OPENING DATE:** Thursday, December 21, 2023

**CLOSING: (Date / Time)** Thursday, January 11, 2024, at 5:00 PM (Pacific Time US & Canada)

[CLICK HERE TO VIEW BENEFITS](#)

The Lake Hemet Municipal Water District is seeking a Customer Service Representative. Applicants with customer service experience related to utility billing, are encouraged to apply for this opportunity. The ideal candidate will be a self-starter, able to multi-task in a fast-paced environment with excellent communication, interpersonal, written and verbal skills.

**Bilingual (Spanish) speaking, reading and writing skills are preferred, but not required.**

**Experience with Microsoft Office software programs including: Word, Excel, Outlook, and Access is highly desirable, but not required.**

**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.

**CUSTOMER SERVICE REPRESENTATIVE I:**

Customer Service Representative I is the entry level in this classification series. Incumbents perform responsible clerical duties related to the maintenance and processing of documents, payment collections, and customer inquiries and complaints. As experience and proficiency are gained, assignments become more varied and complex, and the level of supervision received decreases. Assignments include: responding to routine customer inquiries and complaints at the front desk or on the phone, filing, balancing receipts, and opening and processing mail. Incumbents in this classification advance to the Customer Service Representative II classification as experience and proficiency are gained.

**CUSTOMER SERVICE REPRESENTATIVE II:**

Customer Service Representative II is the full journey level of this classification series. Incumbents in this classification perform more complex tasks and duties related to credit, collection and billing functions and may exercise judgment in determining appropriate actions required to address more complex customer inquiries and complaints.

## **SUPERVISION RECEIVED:**

### **CUSTOMER SERVICE REPRESENTATIVE I:**

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

### **CUSTOMER SERVICE REPRESENTATIVE II:**

Receives limited supervision from Administrative Services Manager within a framework of standard policies and procedures.

## **SUPERVISION EXERCISED:**

Incumbents in this series do not exercise supervision over others but may provide training and direction on functions and processes as directed.

## **EXAMPLE OF ESSENTIAL JOB FUNCTIONS:**

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

### **CUSTOMER SERVICE REPRESENTATIVE I:**

- 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; establish deposit amounts from written guidelines for new customers and compute final billing once meters are read for discontinued service.
- Receive customer payments and deposits for service; make change and issue receipts.
- Balance daily and record daily cash receipts and prepare forms for bank deposit.
- 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, make data changes, and create work orders.
- Process a variety of customer account records, verify information for completeness and accuracy, make necessary corrections or refer to appropriate personnel for further action.
- Determine and resolve payment problems and readings; research, recalculate and adjust incorrect bills.
- Open, sort, and distribute District mail; open and verify customer payments received.

## **EXAMPLES OF NON-ESSENTIAL JOB FUNCTIONS:**

- Performs other job-related duties as required.

### **CUSTOMER SERVICE REPRESENTATIVE II:**

- Perform the duties of the Customer Service Representative I level.
- Coordinate scheduling, routing and data entry of meter information.

- Review, audit, analyze and reconcile customer billing records and make adjustments as needed.
- Research customer records and respond verbally and/or in writing to more complex customer inquiries.
- Maintain and reconcile a variety of customer billing records; calculate and bill customers for campgrounds and irrigation services; and estimate proper billing when meter readings are unobtainable.
- Use computer and/or typewriter to prepare various forms, reports and correspondence from plain or corrected copy.
- Perform financial transactions including: reconciliation of invoices and assignment of vendor numbers, posting receipts to general ledger and assisting with month end reconciliation.

### **EXAMPLES OF NON-ESSENTIAL JOB FUNCTIONS:**

- Assist other positions or work units with a variety of support assignments or special projects on an as needed basis.
- May assist in instructing other employees on specific work functions or procedures.
- Perform other job-related duties as required.

### **EMPLOYMENT STANDARDS:**

Any combination of experience, training and/or education to demonstrate the knowledge and ability requirements listed below:

#### **CUSTOMER SERVICE REPRESENTATIVE I:**

##### **Education and Experience Guidelines:**

Completion of twelfth grade or equivalent plus two years of customer service work involving the use of personal computers.

### **KNOWLEDGE and ABILITIES:**

#### **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.

#### **Ability to:**

- Communicate effectively with customers and the public in person and on the phone.
- Make accurate and logical determinations based upon data and interpretation of policies and guidelines.
- Follow oral and written instructions.
- Make change and balance accounts.
- Simultaneously converse with customers and accurately enter data into a computer.
- Maintain attention to detail in a work environment of frequent interruptions.
- Maintain accurate records.
- Operate a personal computer and other standard office equipment.
- Establish and maintain effective working relationships with those contacted during the performance of work duties and responsibilities.
- Perform essential duties of job without causing harm to self or others.

**Licenses/Certification Required:**

Assigned duties may require possession of a valid class C California Driver's license and a satisfactory driving record.

**CUSTOMER SERVICE REPRESENTATIVE II:****Education and Experience Guidelines:**

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 and ABILITIES:****Knowledge of:**

- Fundamental principles of human relations.
- Modern office equipment and procedures.
- Personal computer operation and office applications.
- English usage and writing.
- Business math.
- Utility rates and calculation methodology.
- Accurate record-keeping methods.
- Word processing and spreadsheet software applications.

**Ability to:**

- Communicate effectively with customers and the public in person and on the phone.
- Understand pertinent procedures and functions and use good judgment in interpreting and applying them to a variety of circumstances without immediate supervision.
- Make accurate and logical determinations based on data and interpretive guidelines.
- Maintain accurate records.
- Quickly and accurately operate a calculator, personal computer and other standard office equipment.
- Speak and write clearly and concisely.
- Adjust to continuous change and/or frequent interruption.
- Establish and maintain effective working relationships with those contacted during the performance of work duties and responsibilities.
- Perform essential duties of job without causing harm to self or others.

**Licenses/Certification Required:**

Assigned duties may require possession of a valid class C California Driver's license and a satisfactory driving record.

**WORKING CONDITIONS:****Environmental Conditions:**

Office environment with controlled temperature. Incumbents 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

**SELECTION PROCESS:**

Complete applications will be reviewed, and the most qualified candidates will be invited to continue in the selection process. The selection process may include an oral board interview and skills assessment test for a thorough evaluation of job-related qualifications. Candidates who successfully complete the selection process will be placed on an eligibility list. Selection to this classification will be made from the eligible list.

**Note:** The above statements are intended to describe the general nature and level of work being performed by persons assigned to the 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 Disability Act, reasonable accommodation may be made to enable qualified individuals with disabilities to perform the essential job functions.

CANDIDATES WHO REQUIRE REASONABLE ACCOMMODATION(S) SHOULD STATE THEIR NEEDS IN WRITING WHEN SUBMITTING AN APPLICATION.

THE TERMS IN THIS POSTING DO NOT CONSTITUTE AN EXPRESSED OR IMPLIED CONTRACT. ANY CONDITION CONTAINED IN THIS POSTING MAY BE MODIFIED OR REVOKED WITHOUT NOTICE.

**EMPLOYMENT APPLICATION CAN BE FOUND AT:**

[https://www.lhmwd.org/files/Application%20Template%20\(Final\).pdf](https://www.lhmwd.org/files/Application%20Template%20(Final).pdf)

**To submit your application:**

You can email your completed application and associated materials to Jorge Torres, at [Jtorres@lhmwd.org](mailto:Jtorres@lhmwd.org), or you may personally deliver your documents at the Human Resources office. **Complete application must be submitted by Thursday, January 11th, 2024, at 5:00 PM to be considered.**