



## EMPLOYMENT OPPORTUNITY

### **Customer Service Representative**

\$2,891 - \$4,115 monthly (\$17.79 hourly)  
plus benefit package

Paradise Irrigation District is accepting applications to develop a candidate list for the position of Customer Service Representative. This position is responsible for performing a variety of functions in receiving and processing service requests, recordkeeping and maintaining and updating billing accounts along with resolving complaints and questions concerning the delivery services and status of accounts.

**QUALIFICATIONS:** Any combination of education and experience that would likely provide the necessary knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be: Two years of increasingly responsible work experience in performing customer service and relations work, preferably including experience in working with a water or wastewater treatment agency.

**BENEFITS:** Generous 9% deferred compensation with up to 3% additional matching opportunities, medical, dental and vision plan coverage for employee and dependents, \$50,000 paid life insurance coverage, flex benefits plan, long term disability, and paid holidays, sick and vacation programs.

**DEADLINE:** **This position is open until filled.** For more details, please view the complete Job Description. Application and job information are available at the District Office, 6332 Clark Road, Paradise, M-F, 9am to 4pm, or [www.pidwater.com](http://www.pidwater.com). *To apply, send a current resume and a complete Paradise Irrigation District employment application*, to Paradise Irrigation District, Attn: Sarah Fenton, 6332 Clark Road, Paradise, CA 95969. Phone: (530) 877-4971. FAX: (530) 876-0483.

## **CUSTOMER SERVICE REPRESENTATIVE**

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### **Definition/Summary**

Under general supervision, positions in the Customer Services Representative classification perform a variety of functions in receiving and processing service requests; perform fiscal recordkeeping work in maintaining and updating billing accounts; and receive and resolve complaints and questions concerning the delivery of services and status of accounts.

### **Essential Functions**

- Receives and processes service requests, collecting appropriate funds, and coordinates establishment of services with other District staff.
- Receives and responds to complaints about District service; resolves a variety of problems related to accurate meter readings, high consumption, delinquent accounts, seal, unseal, non-reads, and improper billings.
- Receives and processes billing payments.
- Balances cash drawer.
- Coordinates account status problems with District accounting staff.
- Coordinates problems of meter location, type of installation, and meter size with operations and engineering personnel.
- Determines and calculates costs for different types of installations.
- Researches and applies District policies and regulations regarding establishment and maintenance of services.
- Resolves difficulties concerning the processing of orders and delinquent accounts.
- Dispatches radio messages.
- Compiles and tabulates information for monthly and annual reports.
- Responsible for nightly building lock-up procedures.
- Follows oral and written directions.
- Discusses delivery problems with appropriate management and operations staff.
- Maintains correspondence, customer complaint, and periodical files.
- Establish and maintain cooperative working relationships with co-workers, outside agencies, and the public.
- Regular attendance and adherence to prescribed work schedule to conduct job responsibilities.

### **Other Duties**

- Audits meter readings.
- Communicates with customers, face-to-face and via the telephone, to discuss and resolve problems and concerns.
- Performs related duties as assigned.

## **Job Standards/Specifications**

### **Develop Knowledge of:**

- Water delivery and distribution systems and wastewater collection systems.
- Principles and methods used in reading, testing, and calibrating meters.
- Customer service procedures and methods of resolving complaints.
- District policies and regulations regarding the establishment and maintenance of services.
- Geography of the District and the location of District facilities.
- District billing practices and fiscal recordkeeping methods.
- Computerized billing and service information systems.

### **Ability to:**

- Perform a variety of difficult and sensitive customer service functions regarding the establishment and maintenance of District services.
- Maintain and update payment and billing records, resolving problems regarding delinquent accounts.
- Research and evaluate information regarding customer service and payment problems.
- Analyze and evaluate customer complaints.
- Make arithmetic calculations quickly and accurately.
- Coordinate customer service functions with other District functions and services.
- Skillfully use computerized billing and customer information systems and software.
- Maintain tactful and good relations when working with the public regarding District services and complaints.

## **Typical Physical Activities**

- Work at a desk for an extended period of time.
- Work in an office environment, lift and move objects up to 15 pounds such as large binders, books, and small office equipment.
- Sufficient finger/hand coordination and dexterity to operate and adjust office equipment.
- Regularly uses a telephone for communication.
- Use office equipment such as computers, copiers, and FAX machines.
- Sits for extended time periods.
- Hearing and vision within normal ranges with or without correction.
- May drive vehicle in conducting District business.

## **Environmental Factors**

1. Exposure to the sun: 10% or less work time spent outside a building and exposed to the sun.
2. Irregular or extended work hours: Occasionally required to change working hours or work overtime.

## **Desirable Qualifications**

Any combination of education and experience that would likely provide the necessary knowledge and abilities is qualifying.

A typical way to obtain the knowledge and abilities would be:

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

## **License Certificate Registration Requirement**

Driver License: Possession of a valid California Class C Driver License may be required at the time of appointment. Failure to obtain or maintain such required license(s) may be cause for disciplinary action. Individuals who do not meet this requirement due to a physical disability will be considered for accommodation on a case-by-case basis.

Possession and proof of a driving record free of multiple or serious traffic violations or accidents for at least two (2) consecutive years.

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***The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.***

# PARADISE IRRIGATION DISTRICT

## Application for Employment

We consider applicants for all positions without regard to race, color, religion, sex, national origin, age, marital or veteran status, the presence of a non-job-related mental or physical disability, or any other legally protected status.

**(PLEASE PRINT)**

Position(s) Applied For			Date of Application		
How did you learn about us?					
<input type="checkbox"/> Advertisement		<input type="checkbox"/> Friend		<input type="checkbox"/> Walk-In	
<input type="checkbox"/> Employment Agency		<input type="checkbox"/> Relative		<input type="checkbox"/> Other _____	
Last Name		First Name		Middle Name	
Address	Number	Street	City	State	Zip
Telephone Number(s)		Day/Evening		Email	

If you are under 18 years of age, can you provide required proof of your eligibility to work? ☐ Yes ☐ No

Have you ever filed an application with us before? ☐ Yes ☐ No

If yes, give date \_\_\_\_\_

Have you ever been employed with us before? ☐ Yes ☐ No

If yes, give date \_\_\_\_\_

Are you currently employed? ☐ Yes ☐ No

May we contact your present employer? ☐ Yes ☐ No

Salary desired: \$ \_\_\_\_\_

Are you prevented from lawfully becoming employed in this country because of Visa or Immigration Status? ☐ Yes ☐ No

*Proof of citizenship or immigration status will be required upon employment.*

On what date would you be available for work? \_\_\_\_\_

Are you currently available to work: ☐ Full Time ☐ Part Time ☐ Temporary

Are you currently on "lay-off" status and subject to recall? ☐ Yes ☐ No

**- WE ARE AN EQUAL OPPORTUNITY EMPLOYER -**

# Education

	High School				Undergraduate College/University*				Graduate/ Professional*			
School Name, Location and Phone Number												
Years Completed	9	10	11	12	1	2	3	4	1	2	3	4
Describe Course of Study												
Describe any specialized training, apprenticeship, skills and extra curricular activities												
Describe any honors you have received												
State any additional information you feel may be helpful to us in considering your application												

\*Education beyond the requirements on the job description or not related to the job for which you are applying need not be listed.

Indicate any languages, other than English, that you can speak, read and/or write.			
	FLUENT	GOOD	FAIR
<b>SPEAK</b>			
<b>READ</b>			
<b>WRITE</b>			

<p>List professional, trade, business or civic activities and offices held.</p> <p><i>You may exclude memberships which would reveal sex, race, religion, national origin, age, ancestry, or handicap or other protected status:</i></p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
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# Employment Experience

Start with your present or last job. Include military service assignments and volunteer activities which relate to the job for which you are applying. You may exclude organizations which indicate race, color, religion, gender, national origin, mental or physical disability or other protected status.

1.	Employer		Dates Employed		<b>Work Performed</b>
			From	To	
	Address				
	Telephone Number(s)				
	Job Title	Supervisor			
	Reason for Leaving				
2.	Employer		Dates Employed		<b>Work Performed</b>
			From	To	
	Address				
	Telephone Number(s)				
	Job Title	Supervisor			
	Reason for Leaving				
3.	Employer		Dates Employed		<b>Work Performed</b>
			From	To	
	Address				
	Telephone Number(s)				
	Job Title	Supervisor			
	Reason for Leaving				
4.	Employer		Dates Employed		<b>Work Performed</b>
			From	To	
	Address				
	Telephone Number(s)				
	Job Title	Supervisor			
	Reason for Leaving				

If you need additional space, please continue on a separate sheet of paper.

## **Special Skills and Qualifications**

Summarize special job-related skills and qualifications acquired from employment or other experience.

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# References

Give name, address and telephone number of three business references who are not related to you.

	Name	Address	Telephone Number
1.			
2.			
3.			

Have you ever had any training in the United States military which is related to the job for which you are applying? ☐ Yes ☐ No

If yes, please describe: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Do you have the physical and mental ability to perform the tasks on the **attached** job description, with or without accommodation? ☐ Yes ☐ No

*(If accommodation is necessary, please describe below)*

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
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 \_\_\_\_\_



# Applicant's Statement

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I certify that answers given herein are true and complete to the best of my knowledge.

I authorize investigation of all statements contained in this application for employment as may be necessary in arriving at an employment decision. I understand and acknowledge that the policy of the Paradise Irrigation District is such that the existence of a criminal conviction will not necessarily disqualify my application for employment.

I understand that if offered employment, the offer may be contingent on passing a pre-employment alcohol and drug screen and a pre-employment physical and voluntarily agree to submit to these procedures. I also understand that I will be required to submit proof of my identity and legal right to work in the United States on my first day of employment.

If the position applied for requires driving in the course of work, I understand that I will be required to possess a current and valid California driver's license and understand that I will be required to provide a copy of my official driving record and proof of insurance.

This application for employment shall be considered active for a period of time not to exceed 45 days. Any applicant wishing to be considered for employment beyond this time period should inquire as to whether or not applications are being accepted at that time.

In the event of employment, I understand that false or misleading information given in my application or interview(s) may result in discharge. I understand, also, that I am required to abide by all rules and regulations of the Paradise Irrigation District.

Should a search of public records (including records documenting an arrest, indictment, conviction, civil judicial action, tax lien or outstanding judgment) be conducted by internal personnel employed by the Paradise Irrigation District, I am entitled to copies of any such records obtained, unless I mark the checked box below. If I am not hired as a result of such information, I am entitled to a copy of any such records even though I have checked the box below.

☐ I waive receipt of a copy of any public record described in the paragraph above.

Signature of Applicant: \_\_\_\_\_ Date: \_\_\_\_\_

**NOTES:** \_\_\_\_\_

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