REGIONAL GOVERNMENT SERVICES
invites applications for the position of:

Customer Service Technician I/II - Citrus Heights Water District

SALARY: Depends on Qualifications

DEPARTMENT: Client Job Opportunities

OPENING DATE: 01/24/20

CLOSING DATE: 02/03/20 11:59 PM

POSITION DESCRIPTION:

Citrus Heights Water District is seeking qualified candidates for the position of Customer Service Technician I/II; to perform customer service and billing support; to process payments and service orders; and to provide administrative support to an assigned supervisor.

This recruitment will fill one (1) vacancy which may be filled at either the Customer Service Technician I level OR at the Customer Service Technician II level and create an eligible list.

Regional Government Services and its staff are conducting this recruitment for the Citrus Heights Water District. For more detailed information about the District, click HERE to visit their website.

SALARY: Customer Service Technician I - $25.58 - $34.54 p/hr, DOQ;
Customer Service Technician II - $28.14 - $37.98 p/hr, DOQ.

THE IDEAL CANDIDATE:

- Work independently while understanding the necessity for communicating and coordinating work efforts with other employees and customers.
- Have strong attention to detail.
- Be able to multitask and work in a fast-paced environment.
- Maintain the highest level of ethical behavior in all matters.
- Work cooperatively and effectively as a team contributor on all assignments.
- Have experience in customer transactions, cash handling and reconciliation.
- Receive the public in person and over the phone using tact and diplomacy.
- Have excellent customer service skills.
- Have experience in general billing and/or utility billing.
- Have experience in data entry and use of an ERP system.
- Make mathematical calculations, including decimals and percentages.
- Follow oral and written instructions.
- Perform quality work within deadlines with or without direct supervision.
- Interact professionally with other employees, residents, customers, and officials.

EXAMPLES OF DUTIES:

Duties may include, but are not limited to, the following:

- Provide customer service support including processing customer payments and answering billing questions.
• Receive and process customer payments from a variety of sources.
• Update customer account and transaction records; initiate and discontinue service customers;
  perform data entry on accounts, final bills, and initiate service orders.
• Initiate work orders for replacements, repairs, water quality complaints and rereads.
• Assist with accounts receivable and collections functions as needed.
• Assist customers by telephone or in person; receive and respond to questions, complaints and
  compliments about District services, or refer them to appropriate District staff.
• Maintain a physical presence in the office which is necessary to perform essential tasks.
• Build and maintain positive working relationships with co-workers, other District employees and
  the public using principles of good customer service.
• Foster an environment that embraces diversity, integrity, trust, and respect.
• Be an integral team player, which involves flexibility, cooperation, and communication.
• Perform related duties as assigned.

TYPICAL QUALIFICATIONS:

Any combination of experience and training that would provide the required knowledge and abilities is
qualifying. A typical way to obtain the required knowledge and abilities would be:

Customer Service Technician I
One (1) year of responsible office or clerical experience involving customer service is desirable, AND
equivalent to the completion of the twelfth grade supplemented by college course work in business or
accounting.

Customer Service Technician II
In addition to the above qualifications for the Customer Service Technician I: Two (2) years of
responsible experience similar to Customer Service Technician I with the District.

KNOWLEDGE and ABILITIES

Customer Service Technician I
Knowledge of:
• Principles and practices of filing and recordkeeping systems.
• Concepts and techniques of customer service.
• Correct English usage, spelling, grammar and punctuation.
• Software applications related to billing and customer records.
• Basic arithmetic operations.
• Principles and practices of safety management.

Ability to:
• Perform a variety of technical and administrative support functions in support of customer
  service and billing.
• On a continuous basis, know and understand all aspects of the job; intermittently analyze work
  papers, reports and special projects; identify and interpret technical and numerical information;
  observe and problem solve operational and technical policy and procedures.
• On a continuous basis, sit at desk for long periods of time; intermittently twist to reach
  equipment surrounding desk; perform simple grasping and fine manipulation; use telephone,
  and write or use a keyboard to communicate through written means; and lift or carry weight of
  10 pounds or less.
• Maintain, update, and ensure the accuracy of fiscal and customer records and data.
• Learn and apply customer service concepts and techniques.
• Make mathematical calculations.
• Use sound judgment in recognizing scope of authority.
• Operate and use modern office equipment including computers and applicable software.
• Maintain regular attendance and adhere to prescribed work schedule to conduct job
  responsibilities.
• Utilize appropriate safety procedures and practices for assigned duties.
• Establish and maintain effective working relationships with those contacted in the course of
  work.
• Work with various cultural and ethnic groups in a tactful and effective manner.
• Communicate clearly and concisely, both orally and in writing.
Customer Service Technician II – In addition to the qualifications for the Customer Service Technician I:

Knowledge of:

- Operations, procedures, policies and precedents of the District.
- Principles, methods and practices related to job safety.
- Principles and techniques of work planning and coordination.

Ability to:

- Balance multiple work assignments.
- Understand and apply customer service concepts and techniques.

SUPPLEMENTAL INFORMATION:

COMPENSATION & BENEFITS
In addition to a Pay-for-Performance program, District salaries are reviewed annually for a Cost of Living Adjustment (COLA) based on the Consumer Price Index for All Urban West Coast consumers (CPI-U).

The District’s compensation package also encompasses an attractive benefits package that includes:

- **4/40 Work Schedule** – District observes a 4/40 work schedule with all employees on a Monday through Thursday work schedule.
- **Retirement** – The District offers CalPERS, with Social Security. Benefit is 2% @ 55 for classic members and 2% @ 62 for new members as defined by PEPRA, subject to limitations set by PERS. Employee pays the employee portion.
- **Deferred Compensation Plan** – District offers optional enrollment in a pretax payroll-deducted 457 plan (ICMA-RC), based on annual limits established by the Internal Revenue Service.
- **Health Insurance** – **Medical** – District provides health insurance plan options for employees and dependents. **Dental/Vision** Insurance – District provides dental and vision coverage to employees and dependents through Principal Insurance Group. District also provides HRA, FSA, and DCA options that covers some or all co-pays, deductibles and out-of-pocket medical costs.
- **Life Insurance** – District pays for $100,000 of employee life insurance. Additional supplemental life available to employees at their expense.
- **Social Security** – District has contracted to continue employee participation in the US Social Security Administration’s (SSA) Old-Age, Survivors and Disability Insurance (OASDI) program.
- **Vacation Leave/Sick Leave** – District offers generous vacation and sick leave benefits beginning at monthly accruals of 8 hours and 8 hours, respectively, for new employees.

DEADLINE TO APPLY: FEBRUARY 3, 2020 at 11:59 P.M. PST

APPLICATION AND REVIEW PROCEDURE:
To be considered for this exciting opportunity, candidates should complete the online application, the required supplemental questionnaire, and submit a resume. **All materials must be included to be considered as a candidate.**

Applications must be submitted on-line through this applicant tracking system. Materials must be complete and clearly indicate the candidate meets the minimum qualifications. Please provide your supervisor/manager’s name and contact information for the positions you have worked in as identified in the work history portion of your application. It is important to complete all portions of your online application as all applications will be screened for completeness and possession of minimum qualifications. **Responses that state “see resume” will be deemed incomplete.** All statements made on the application, resume, and supplemental materials are subject to verification. False statements may be cause for immediate disqualification, removal from eligibility list or discharge from employment.

Following the **February 3, 2020** closing deadline, applications will be screened in relation to the criteria indicated on the on-line job announcement. Incomplete, late, emailed, and faxed applications are not accepted. Resumes are not considered in lieu of the required employment application. Certificates, resumes, and any other required documents must be uploaded with your application through this applicant tracking system. **All communication and notices will be sent via e-mail.**
**Part I: Application** - (Pass/Fail) After the closing **deadline on February 3, 2020**, applications will be screened in relation to the criteria indicated in this announcement. All completed applications and responses to the supplemental questions will be reviewed, for each applicant's ability to meet the minimum work experience, training and education qualifications. Candidates deemed to be the best qualified will be invited to proceed to the next step of the recruitment process. Additional inquiries about the position may be directed to Noreen Griffin at ngriffin@rgs.ca.gov.

**Part II: Appraisal Process** – (Pass/Fail) A combination of supplemental questions, phone screen interviews, skills assessment tests, and/or written exam may be used to rank applicants. Candidates who are most qualified may be invited to an Oral Interview Examination.

**Part III: Oral Interview Exam** – (100%) Candidates who pass both Parts I and Part II may be invited to an Interview Examination. The Interview Examination process will evaluate candidate's training, experience and other job-related qualifications for the position. Successful candidates will be placed on an eligible list. Additional inquiries about the position may be directed to Noreen Griffin at Regional Government Services, Email: ngriffin@rgs.ca.gov.

*Neither Regional Government Services nor the Citrus Heights Water District are responsible for failure of internet forms or email transmission in submitting your application. The information contained herein does not constitute either an expressed or implied contract, and these provisions are subject to change.*

**ACCOMMODATION:**
Applicants with a disability who may require special assistance in any step of the selection process should advise RGS by emailing ngriffin@rgs.ca.gov upon submittal of their application.

**THE CITRUS HEIGHTS WATER DISTRICT IS AN EQUAL OPPORTUNITY EMPLOYER**
Customer Service Technician I/II - Citrus Heights Water District Supplemental Questionnaire

* 1. The following Supplemental Questionnaire is part of the examination for this position and will be used to evaluate your qualifications. Based upon the application and responses to the supplemental questionnaire, the best qualified candidates will be invited to participate in the recruitment process. Please read each question carefully and provide a thorough and complete response, detailing your education and work experience. Failure to fully detail all experience or stating experience in response to the supplemental questions but not listing the experience in the application, copy/pasting information, or responses such as "See Resume" or "See Application" will result in your application not being considered. You will not have an opportunity to provide additional information if your application is not selected to proceed in the recruitment process, so you should be sure to detail all relevant education and work experience within your application and supplemental questionnaire. Do you understand this statement?

☐ Yes  ☐ No

* 2. What is the highest level of education you have completed?
   - Graduation from High School or equivalent
   - Some college or technical coursework
   - Associate's degree or equivalent
   - Bachelor's Degree
   - Master's degree or higher
   - None of the above

* 3. List up to three applicable college level courses you have completed in accounting, finance, or a related field? Include the name of the school you attended. If not applicable, please type N/A.

* 4. How many full-time years of experience performing providing customer service and billing support?
   - No experience
   - Less than 1 year of experience
   - At least 1 year of experience but less than 2 years
   - At least 2 years of experience but less than 3 years
   - At least 3 years of experience but less than 4 years
   - At least 4 years of experience but less than 5 years
   - Five or more years of experience

* 5. How many years of experience do you have in performing accounts receivable/billing? (Please make sure the years of experience indicated is also reflective of you experience on your application.)
   - None.
   - Less than 1 year of experience.
   - At least 1 year of experience but less than 2 years.
   - At least 2 years of experience but less than 3 years.
   - At least 3 years of experience but less than 4 years.
   - At least 4 years of experience but less than 5 years.
   - Five or more years of experience.

* 6. How many years of experience do you have in performing bookkeeping/accounting? (Please make sure the years of experience indicated is also reflective of you experience on your application.)
   - None.
   - Less than 1 year of experience.
   - At least 1 year of experience but less than 2 years.
   - At least 2 years of experience but less than 3 years.
   - At least 3 years of experience but less than 4 years.
   - At least 4 years of experience but less than 5 years.
   - Five or more years of experience.

* 7. How many years of experience do you have in performing cash handling? (Please make sure the years of experience indicated is also reflective of you experience on your application.)
☐ None.
☐ Less than 1 year of experience.
☐ At least 1 year of experience but less than 2 years.
☐ At least 2 years of experience but less than 3 years.
☐ At least 3 years of experience but less than 4 years.
☐ At least 4 years of experience but less than 5 years.
☐ Five or more years of experience.

* Required Question