

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"/> Friend/Relative: (name) _____	<input type="checkbox"/> Website: (name) _____
<input type="checkbox"/> Advertisement (publication) _____	<input type="checkbox"/> Other: _____

Last Name	First Name	Middle Name		
Address		City	State	Zip
Telephone Number (Day)		Telephone Number (Evening)		
Email Address				

If you are under 18 years of age, can you provide the 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

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

The Customer Service Technician position's regular work schedule is Monday – Thursday, 7:00 A.M. – 5:30 P.M.

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

Can you travel if a job requires it? Yes No

- WE ARE AN EQUAL OPPORTUNITY EMPLOYER -

Education

	High School	Undergraduate College/University*	Graduate/ Professional*
School Name and City			
Years Completed			
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
SPEAK			
READ			
WRITE			

List professional, trade, business or civic activities and offices held.
You may exclude memberships which would reveal sex, race, religion, national origin, age, ancestry, or handicap or other protected status.

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

References

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

	Name	Relationship	Email Address	Telephone Number
1.				
2.				
3.				

With or without accommodation, do you have the physical and mental ability to perform the tasks on the **attached** job description?
(If accommodation is necessary, please describe below)

Yes No

Supplemental Questionnaire

- 1- In addition to the application details, answers to the supplemental questions will be used to determine qualifications for this position. All experience referenced in your answers must also be included in the "Work Experience" section of application. Please answer as thoroughly as possible and do not type "see resume" in lieu of answering any required questions. By indicating "Yes" below, you are acknowledging receipt of this information.
- Yes
 - No
- 2- Please indicate the highest level of education you have completed.
- Did not complete High School Diploma or GED
 - High School Diploma or GED
 - Some college coursework completed Associate's Degree
 - Bachelor's Degree or higher
- 3- If you indicated you have earned a degree in the question above, please indicate your degree major. If you did not earn a degree, please type NA.
- 4- Which of the following best describes the number of college coursework units you have completed in business or accounting?
- I have not completed any college coursework in business or accounting
 - I have completed at least at least 4 semester/6 quarter units in business or accounting, but less than 8 semester/12 quarter units
 - I have completed at least 8 semester/12 quarter units in business or accounting, but less than 12 semester/18 quarter units
 - I have completed 12 semester/18 quarter units or more in business or accounting
- 5- How many years of responsible office or clerical experience involving customer service do you have?
- I have no experience in this area
 - At least 6 months, but less than 1 years
 - At least 1 years, but less than 2 years
 - At least 2 years, but less than 3 years
 - At least 3 years, but less than 4 years
 - At least 4 years, but less than 5 years
 - 5 or more years
- 6- To what extent have you provided customer service support including processing customer payments and answering billing questions?
- I have no background in this
I know what this is, but I have not done it
 - I have been trained in this, but not done it independently
 - I have done this independently, but not frequently
 - I have done this as a regular and frequent part of my job
 - I have done this extensively and at a high level of complexity
 - I have trained/coached others in performing this activity

Supplemental Questionnaire (cont.)

- 7- To what extent have you updated customer accounts and transactions records?
- I have no background in this
 - I know what this is, but I have not done it
 - I have been trained in this, but not done it independently
 - I have done this independently, but not frequently
 - I have done this as a regular and frequent part of my job
 - I have done this extensively and at a high level of complexity
 - I have trained/coached others in performing this activity
- 8- To what extent have you performed data entry on customer accounts?
- I have no background in this
 - I know what this is, but I have not done it
 - I have been trained in this, but not done it independently
 - I have done this independently, but not frequently
 - I have done this as a regular and frequent part of my job
 - I have done this extensively and at a high level of complexity
 - I have trained/coached others in performing this activity
- 9- To what extent have you initiated or discontinued services for customers?
- I have no background in this
 - I know what this is, but I have not done it
 - I have been trained in this, but not done it independently
 - I have done this independently, but not frequently
 - I have done this as a regular and frequent part of my job
 - I have done this extensively and at a high level of complexity
 - I have trained/coached others in performing this activity
- 10- To what extent have you initiated work orders for the replacement and/or repair of customer issues?
- I have no background in this
 - I know what this is, but I have not done it
 - I have been trained in this, but not done it independently
 - I have done this independently, but not frequently
 - I have done this as a regular and frequent part of my job
 - I have done this extensively and at a high level of complexity
 - I have trained/coached others in performing this activity
- 11- To what extent have you received and responded to customer questions and complaints or referred them to appropriate staff?
- I have no background in this
 - I know what this is, but I have not done it
 - I have been trained in this, but not done it independently
 - I have done this independently, but not frequently
 - I have done this as a regular and frequent part of my job
 - I have done this extensively and at a high level of complexity
 - I have trained/coached others in performing this activity

Applicant's Statement

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 CHWD 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 proof of insurance.

I understand and hereby acknowledge that any employment relationship with CHWD is of an "at will" nature, which means that the employee may resign at any time and CHWD may discharge the employee at any time with or without cause. I also understand that this "at will" employment relationship may not be changed by any written document or by conduct, unless such change is specifically acknowledged in writing by the General Manager or designee.

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 CHWD.

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 or an external consultant employed by CHWD, 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: _____

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.

NOTES:

CITRUS HEIGHTS WATER DISTRICT
CUSTOMER SERVICE TECHNICIAN

DEFINITION

To perform customer service and billing support; to process payments and service orders; and to provide administrative support to an assigned supervisor.

DISTINGUISHING CHARACTERISTICS

This is the entry level class in the Customer Service series. Employees in this class typically have little or no directly related work experience; but demonstrate an ability to perform the full scope of duties, and meet performance standards. Incumbents work under immediate supervision while learning job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned.

This class is distinguished from the Customer Service Specialist in that the latter performs more difficult and complex duties of the unit and may provide technical and functional supervision over assigned staff.

SUPERVISION RECEIVED AND EXERCISED

Receives immediate supervision from an assigned supervisor; and may receive technical and functional supervision from a Customer Service Specialist.

EXAMPLES OF ESSENTIAL 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.

Customer Service Technician

Page 2

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.

Must be available to work flexible hours, including evenings and weekends, to represent the District at various community events (limited to quarterly requirements).

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

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.

Experience and Training

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:

Experience:

Two years of responsible experience similar to Customer Service Technician with the District.

Training:

Equivalent to the completion of the twelfth grade supplemented by college course work in business or accounting.

License and Certificate

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 good driving record free from multiple or serious traffic violations or accidents for at least two (2) years duration is required. The driving record shall not contribute to an increase in the District's automobile insurance rates.

FLSA: Non-Exempt