

WALNUT VALLEY WATER DISTRICT

271 So. Brea Canyon Road, Walnut, CA 91789



EMPLOYMENT OPPORTUNITY CUSTOMER SERVICE REPRESENTATIVE I (PART-TIME)

SALARY RANGE: \$11.00 PER HOUR

DEFINITION: Part-Time position. Part-time Hours will be 12:00 PM – 5:00 PM, Monday through Thursday and 7:00 AM – 4:00 PM on Fridays.

Under direct supervision: to assist and participate in performing general office duties and clerical tasks for Customer Service; and to do related work as required.

DUTIES MAY INCLUDE, BUT ARE NOT LIMITED TO, THE FOLLOWING:

- Receives water payments and deposits and maintains cash drawer.
- Establishes new customer accounts.
- Answers and coordinates radio messages from District personnel.
- Receives and responds to inquiries, complaints, and service requests and/or directs them to the proper personnel or departments for resolution.
- Keeps all customer accounts and records up-to-date through use of data processing input forms.
- Files and processes customer accounts and service connection records and maintains various filing systems.
- Performs special assignments as directed.

QUALIFICATIONS:

Desirable Education and Experience

A typical way to obtain the knowledge and abilities would be: High school graduation or equivalent supplemented by college level course work or specialized training in general business procedures. 1 - 2 years of general office and customer service experience. Ability to speak a second language is desirable.

Special Requirements: Valid California Driver's License – Class "C". Must maintain satisfactory DMV record and ability to maintain insurability.

APPLICATION PROCEDURE: Interested applicants **MUST** complete a Walnut Valley Water District application form. Application packets may be obtained by contacting Human Resources at (909) 595-1268, ext. 212, or visit the District website at www.wvwd.com and download a copy of the District application form, complete and submit by mail or in person to: Walnut Valley Water District, Human Resources Dept., 271 S. Brea Canyon Road, Walnut, CA 91789. **FAXED** or **EMAILED** applications will not be considered. Resumes will not be accepted in lieu of a completed District application. Pre-employment physical required.

FILING DEADLINE: 5:00 PM, Wednesday, August 31, 2011 or until first 100 applications are received.

EQUAL OPPORTUNITY EMPLOYER: The Walnut Valley Water District is an equal opportunity employer. The provisions of this bulletin do not constitute an expressed or implied contract. Any provision contained in this bulletin may be modified or revoked without notice. Upon selection, the District will require a current California drivers' license, and documentation of the legal right to work in the United States as required by the Immigration Reform and Control Act.

ACCOMMODATIONS: Disabled individuals requiring assistance in the hiring process should contact the Human Resources Department.

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