

JOB ANNOUNCEMENT

Customer Service Specialist II



The Coastside County Water District is recruiting for a Customer Service Specialist II

The **Customer Service Specialist II** will play an integral role in the implementation and support of Advanced Metering Infrastructure (AMI), including analyzing and processing AMI data as well as implementing the District's new web portal; responding to customer inquiries; investigating high or low usage; resolving basic customer problems and complaints concerning water services; and initiating service orders. This office-based position will also work closely with the Utility Billing Specialist in performing billing related functions as well as supporting the Water Resources Analyst, as needed.

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

- 3+ years of experience in a customer service role, preferably in water utility.
- Demonstrated ability to problem-solve customer issues, and to deal courteously and effectively with the public. Experience in training customers on new systems is a plus.
- Demonstrated proficiency with the use of computer software and systems including MS office (Outlook, Excel and Word) and customer service/utility billing systems. Familiarity with automated meter reading devices and systems.
- Demonstrated ability to analyze large sets of data and to draw meaningful conclusions; create reports and to effectively communicate conclusions.

Other Requirements:

- Possesses strong communication skills.
- College Degree is preferred but not required.
- Experience within a water utility or related field is a definite plus. (The position will be encouraged to obtain a State of California Water Distribution Operator Grade D1 within one year of hire.)

Annual Salary range: \$62,149 to \$75,734.

A Job Description and Application can be found on our website at: www.coastsidewater.org

To apply please submit an application, resume and cover letter to jobs@coastsidewater.org or mail to Coastside County Water District, 766 Main Street, Half Moon Bay, CA 94019.

Applications must be received by Friday, October 13, 2017