

# Customer Service Specialist (I/II)

Hourly Pay Range: \$35.80 to \$48.13

Deadline: June 16, 2026

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The Coastsidewater District is currently recruiting for the position of **Customer Service Specialist**.

The Customer Service Specialist serves in a highly visible, front-line customer support role, assisting the public in person, by phone, and via email. Responsibilities include responding to customer requests for service, processing utility payments, and addressing customer inquiries and concerns. This position also prepares accurate and timely statements and reports related to customer accounts and activity.

Key responsibilities include:

- Customer service administration
- Accounts receivable and utility billing
- Past due processing
- Credit and Collections
- General office administration
- Water service processing

## Minimum Qualifications

Any combination of education and experience that demonstrates the required knowledge and abilities will be considered qualifying. A typical background includes:

- Three or more years of experience in a customer service role
- Demonstrated ability to resolve customer issues and interact courteously and effectively with the public
- Experience training customers in new systems is desirable
- Proficiency with computer software and systems, including Microsoft Office (Outlook, Excel, and Word), customer service and utility billing systems.
- Strong ability to analyze and summarize large data sets, prepare reports, and clearly communicate findings

## Additional Requirements

- Excellent communication, organizational, and analytical skills
- Ability to prioritize tasks and work efficiently within time constraints
- High degree of accuracy and attention to detail
- Ability to work collaboratively in a team environment
- College degree preferred, but not required
- Experience in the water utility industry or a related field is highly desirable

A job description, application, and additional information are available at:

[www.coastsidewater.org](http://www.coastsidewater.org)

To apply, please submit a completed application, resume, and cover letter by email to

[jobs@coastsidewater.org](mailto:jobs@coastsidewater.org)

or Drop off/Mail to: Coastsidewater District, 766 Main Street, Half Moon Bay, CA 94019