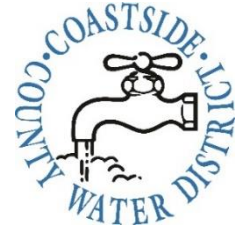


# JOB ANNOUNCEMENT

## Customer Service Specialist



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

The **Customer Service Specialist** serves in a highly visible front-line customer support role, working with the public in person, on the phone or via e-mail. The position includes fielding customer requests for service, processing utility payments, and responding to customer inquiries and complaints. The Specialist completes accurate and timely statements and reports related to customer accounts and related customer activity. Essential functions include customer service administration, accounts receivable/billing, accounts payable/general ledger, general office administration, and water service processing.

**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.
- 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), customer service/utility billing systems and accounts payable. Knowledge of database systems is a plus.
- Demonstrated ability to analyze and summarize large sets of data, create reports, and effectively communicate conclusions.

#### Other Requirements:

- Strong communication and analytical skills. Ability to prioritize tasks and work efficiently and productively within limited time constraints. Operate with a high degree of accuracy and attention to detail. Ability to work collaboratively with team members.
- College Degree is preferred but not required.
- Experience within a water utility or related field is a definite plus.

Annual Salary range: \$70,4581 to \$94,707 depending on experience.

A Job Description and Application can be found on our website at: [www.coastsidewater.org](http://www.coastsidewater.org)

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

**\*\* Open until filled \*\***

Dated: April 25, 2024