

WE ARE HIRING



Customer Service Specialist
(25 to 40 Hours week)

**We are currently seeking a Customer Service Specialist
with experience in Accounting and Payroll**

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, accounting and payroll functions, accounts payable/general ledger, general office administration, and water service processing.

The ideal candidate should have:

- 3+ years of experience in customer service role.
- 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.
- Proficiency with the use of computer software and systems including MS office (Outlook, Excel and Word), customer service/utility billing systems, payroll and accounts payable. Knowledge of database systems is a plus.
- 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.

Hourly Range: \$35.80 to \$48.13 depending on experience.

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 by

Deadline: July 15, 2025