

JOB ANNOUNCEMENT

Customer Service Specialist



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

The **Customer Service Specialist** serves as a front-line customer support position working with the public in person, on the phone or e-mail, including processing customer requests for service; utility payments; responding to customer inquiries and complaints. Completes accurate and timely statements and reports related to customer accounts and District payments. Essential functions include, customer service administration, accounts receivable/billing, accounts payable/general ledger, general office administration, and water service processing. Performs related duties as required.

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 large sets of data and to draw meaningful conclusions; create reports and to effectively communicate conclusions.

Other Requirements:

- Possesses strong communication and analytical skills. Able to prioritize tasks and work efficiently and productively within limited time constraints. Operates with a high degree of accuracy and attention to detail.
- College Degree is preferred but not required.
- Experience within a water utility or related field is a definite plus.

Annual Salary range: \$67,167 to \$90,281

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.

**** Open until filled ****