

**COASTSIDE COUNTY WATER DISTRICT
CLASS SPECIFICATION
CUSTOMER SUPPORT SPECIALIST**

DEFINITION

Under general direction, supports a variety of customer-focused District functions; manages systems and process improvement projects related to areas of responsibility; analyzes policies and related processes and makes recommendations for improvements; creates and maintains process documentation; develops reporting in support of District operations; and performs related work as required.

DISTINGUISHING CHARACTERISTICS

This is a single-position classification responsible for analytical work, process development and administration, time-sensitive customer support, and management reporting for internal customers as well as reporting that is compliant with regulatory requirements. Reports to the Assistant General Manager – Finance and Administration and will also receive direction from the General Manager and Administrative Services Manager. This position requires the ability to work independently and is expected to identify and act upon opportunities to improve policies, processes, reporting, and analytical functions. This class is distinguished from the Administrative Services Manager and Assistant General Manager – Finance and Administration roles in that the latter positions have a broader set of administrative and supervisory responsibilities. The Customer Support Specialist will provide direction and guidance to District staff but will not have direct reports. The Customer Support Specialist will be called upon from time to time to assist the Customer Service team when work volume exceeds the capacity of that team.

EXAMPLES OF DUTIES

Duties may include, but are not limited to:

- Administration of the Crystal Springs Program (CSP) for uninstalled connections
 - Communicate verbally and in writing with district staff, applicants, and property owners regarding CSP connections.
 - Work with property owners and district legal counsel to administer the Water Transfer Program.
 - Process water transfer applications, including recording notices and generating final accounting for each transfer.
 - Process purchase agreements involving priority water connections, including accounting overview.
 - Prepare staff reports as necessary for water transfers.
 - Organize, scan and file CSP records as necessary.
- Water Service Agreement management for mainline extensions.
- California Coastal Commission Reporting for the El Granada Pipeline
- Building and Planning review. Enter projects from the City and County Planning and Building agencies, ensuring all information is recorded properly. Work closely with Water Resource Analyst (or designated reviewer of plan reviews).

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- Creation and maintenance of policies and procedures manuals related to transfers, water service agreements, planning reviews, ESRI-based reporting, and other areas of responsibility.
- ESRI Subject Matter Expert (SME) for the Administration team.
 - Assist with maintaining ESRI as the District's sole GIS system of record
 - Provide support of on-going regulatory and operations-oriented reporting in coordination with the Distribution team.
- May include on-going board-level reporting of District operating statistics.
- Customer Service – while not a core responsibility, may assist customers when Customer Service staff are busy and/or provide guidance to customer service staff when 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 required qualifications would be: a Bachelor's degree from an accredited college or university with major coursework in business administration, environmental science, public administration, or related field, and five-plus years of increasingly responsible, related job experience.

Licenses: while not required, possession of a valid Grade 2 Water Treatment Certificate and a valid Grade 2 Water Distribution Certificate issued by the State of California will be helpful in support of regulatory reporting processes.

Knowledge of:

- Process development, including documentation, implementation, and on-going maintenance.
- The principles and methods of project management.
- GIS and Asset Management applications and techniques.
- Enterprise Resource Planning (ERP) financial applications.
- Methods and techniques used in reporting to various audiences.
- Applicable federal, state, and local laws, regulatory codes and ordinances, and District policies and procedures related to areas of responsibility.
- Record keeping practices.
- Office software applications.
- Contract administration.
- Basic mathematics.

Ability to:

- Properly manage extremely confidential and sensitive information.
- Prepare and effectively communicate recommendations based on research and analyses.

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- Implement, document, and maintain processes that comply with regulatory, operational, and other requirements.
- Collect, analyze, and summarize data using appropriate software applications.
- Interpret, explain and apply applicable laws and regulations.
- Understand the District's water systems and structure, pricing methodologies, and other practices and processes and apply that knowledge to areas of responsibility.
- Evaluate administrative operations and processes and develop and implement recommendations to enhance efficiency and effectiveness.
- Prepare clear and concise oral and written reports and procedure manuals.
- Establish and maintain effective working relations with others.
- Train co-workers in proper work procedures.
- Understand and interpret plans and specifications pertaining to areas of responsibility.
- Deal tactfully with the public, staff from other governmental agencies, vendors, and others when providing or requesting information, answering questions, and providing customer service, even under difficult or stressful conditions.
- Exercise good judgment, keep calm and make appropriate decisions under pressure.
- Handle customer service complaints.
- Schedule work and determine priorities.
- Understand and follow oral and written instructions.
- Perform mathematical calculations.

Physical Requirements:

Incumbent must be able to function in an office environment in work primarily of a sedentary nature, and be able to perform the following, with or without reasonable accommodation:

- Hear and distinguish sounds, such as the voice of workers in noisy environments and the sounds of operating equipment.
- Sit, often for long periods of time
- Utilize vision, hearing and speech
- Utilize manual and finger dexterity
- Turn head and trunk
- Move about on smooth surfaces
- Stand
- Lift and carry maximum 35 pounds
- Reach, twist and bend

This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Each incumbent does not necessarily perform all duties.

Previous Title: n/a – this is a new classification