



Weaverville Community Services District

716 Main St.

P.O. Box 1510 Weaverville, CA 96093

Ph (530) 623-5051

Fx (530) 623-2108

ABOUT THE POSITION

Customer Service Representative

Wage Range: \$12.00 /hr Min. +

Hrs.: Approximately 20hrs/ week. Time frame negotiable.

Posting Date: May 22, 2019

Closing Date: Until position is filled.

The Weaverville Community Services District is seeking a pleasant and self-motivated individual to fill the position of Customer Service Representative. Established in 1978, the District is located in beautiful Trinity County and serves the communities of Weaverville and Douglas City. The District currently serves approximately 4000 customers with approximately 1600 service connections. The District operates three surface water treatment plants, six storage tanks, and over 50 miles of distribution pipe.

EXAMPLES OF DUTIES:

- Receive and process billing payments.
- Coordinate account status problems with District accounting staff
- Discuss delivery problems with appropriate management and operations staff.
- Maintain and update meter reading and route books
- Meet with customers to discuss account status
- Perform special duties as assigned
- Daily trips to Post Office and bank
- Primary individual for answering incoming phone calls

QUALIFICATIONS/ KNOWLEDGE OF:

- Microsoft Office Word, Excel, Outlook, Google Earth
- Basic internet navigation with a variety of browsers
- Basic computer and network navigation skills
- Water delivery and distribution systems
- Customer service procedures and the handling of complaints
- District policies and regulations regarding the establishment and maintenance of services
- General understanding of basic Governmental Agency practices.
- Geography of the District and location of District Facilities
- District billing practices and fiscal recordkeeping methods
- General cash handling procedures
- Computerized billing and service information systems.

Must possess a valid California Class C driver's license with a clean driving record.

APPLICATION AND SELECTION PROCESS

Interested individuals must submit a Weaverville Community Services District employment application. Resumes may be included with District Application and are encouraged. To obtain an application, call (530) 623-5051, or come by the District Office at 716 Main Street, Weaverville CA. Incomplete applications may not be processed. Meeting the announced requirements does not guarantee selection into the examination process. Applications will be accepted until the position has been filled. Potential applicants will be contacted for an oral interview at the District Office.

"This district is an equal opportunity provider"

e-mail wcsd@weavervillecsd.com

www.weavervillecsd.com