



Westlands Water District

3130 N. Fresno Street, P.O. Box 6056, Fresno, California 93703-6056, (559) 224-1523, FAX (559) 241-6277

Since 1952, supplying agricultural water to farmers on the west side of the San Joaquin Valley.

It is the mission of Westlands Water District to provide a timely, reliable and affordable water supply to its landowners and water users, and to provide drainage service to those lands that need it. To this end, Westlands is committed to the preservation of its federal contract, which includes water and drainage service, and to the acquisition of additional water necessary to meet the needs of its landowners.

NOTICE OF JOB OPENING

CUSTOMER SERVICE REPRESENTATIVE

Applications Accepted September 11, 2015 through September 28, 2015

Monthly Salary Range: \$3,532-\$4294

Web Address: wwd.ca.gov

MINIMUM QUALIFICATIONS

Education: Completion of one year of college (30 semester units), including course work in Business Administration, Accounting, Agriculture, or a related field **and**

Experience: Three (3) years of experience in a technical position performing customer service, accounting work, or related work in an agriculture water district, or any combination thereof.

Job Description: The Customer Service Representative is responsible for establishing and maintaining profitable relationships with customers on behalf of the District by taking accountability and responsibility for each customer account by ensuring that all customer requirements are completely met.

The duties of the Customer Service Representative position include, but are not limited to, processing customer orders in a courteous, efficient, and timely manner; receive, approve, and process daily water orders, annual applications for water allocations, and reclamation law forms. This position will track water usage and allocations for each water user, including initial allocation, water transfers, water supply overuse, and releases of water; receive and process pumped groundwater information, determines amounts to be allocated, and reports the delivery of pumped groundwater to Federal and State agencies; along with tracking power usage across multiple platforms and analyze power usage to determine proper billing. The Customer Service Representative will perform accounts receivable and cash receipt tasks, ages accounts receivable, and collects delinquent accounts; organize and complete projects involving general ledger and water supply account reconciliations; assists with the analysis and development or modification of manual and/or automated customer accounting systems.

HOW TO APPLY

Submit Westlands Water District Employment Application **and** your responses to the Supplemental Application by mail at P.O. Box 6056, Fresno, CA 93703 or in person between 8:00 a.m. to 5:00 p.m., Monday through Friday. Resumes may be included with application materials; however, will not be accepted in lieu of completed application materials. Application materials can be obtained online at wwd.ca.gov or picked up from the Fresno Office.

Emailed and faxed application materials OR post marks will not be accepted.

SELECTION PROCESS

Required Application Materials: Westlands Water District Employment Application **and** your responses to the Supplemental Application must be submitted no later than the final filing date in order to be considered for the recruitment.

Applicants meeting the minimum qualifications and filing requirements may be scheduled for a written examination followed by an oral panel interview.

Should you feel you need special accommodations for the written examination and/or interview due to a qualifying disability, please contact the Human Resources Department at (559)241-6236 immediately.

Verification of Employment: The District conducts verification of a candidate's employment history, education and training and other information contained in the Employment Application and any other materials submitted by a candidate in an application packet.

Conditional Offer of Employment: An offer of employment will be conditioned upon legal ability to work in the United States; passing a medical examination, which will include a drug screening; and verification of a candidate's employment history, education and training, other information contained in the Employment Application, and any license requirements. As part of selection process you are required to complete and submit the Candidate Conviction History Questionnaire which will be provided to you during the recruitment process.

Questions: Contact the Human Resources Department at (559) 241-6236.

BENEFIT PACKAGE

- Retirement Benefits: Benefits are provided through CalPERS - 2% at 62 Plan (effective 01/01/13). Unused medical leave can be converted up to six months of service credit upon service retirement.
- Health Benefits: Six (6) medical benefit plans offered through CalPERS. The District participates in an HRA Plan and contribute a maximum of \$388 towards the premium for the employee and the employee's eligible family members (if applicable).
- Dental Insurance: The District contributes 100% of the premium for the employee and the employee's eligible family members.
- Vision Insurance: The District contributes 100% of the premium for the employee; the District and the employee share the premium for the employee's eligible family members.
- Life Insurance: The District contributes 100% of the premium for life insurance and AD&D in the amount of one times the employee's annual salary.
- Holidays: Employees receive eleven (11) paid holidays.
- Vacation and Medical Leave: Vacation leave is accrued at the rate of 10 days/year, increasing to 15 days/year after 5 years of service, and 20 days/year after 15 years of service. Medical leave accrual rates vary by bargaining unit from 10 to 12 days/year.
- Disability Insurance: The District covers 100% of the premium for the employee.
- Employee Assistance Program: Available to employees and their household members.
- Optional District Benefits include:
 - Additional Life Insurance
 - Section 125, Flexible Spending Plan
 - Eligibility to join District's sponsored credit unions: Fresno County Federal County Union, Golden One Credit Union, or Valley First Credit Union

NOTE: You should be aware that the District does not participate in Social Security or State Disability Insurance. This may affect Social Security benefits you have already earned upon retirement.

Westlands Water District is an Equal Opportunity/ADA Employee