



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. To this end, Westlands is committed to preserving its federal contract, which includes water and drainage services, and acquiring additional water necessary to meet the needs of its landowners.

NOTICE OF JOB OPENING CUSTOMER SERVICE REPRESENTATIVE

Applications Accepted August 26, 2019 through September 6, 2019

Monthly Salary Range: \$ 4,133 - \$5,023

Web Address: wwd.ca.gov

MINIMUM QUALIFICATIONS

- Education:** Completion of (1) one year of college (30 semester units), including coursework 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 involving excel spreadsheet development/analysis or related work in an agriculture water district, or any combination thereof.
- Standard Requirement:** Possess a valid California Class C Driver's License along with a driving record that is acceptable to the District's automobile insurance provider.

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 current vacancy exists in the Customer Accounting Department at the Fresno Office and normal working hours are 8:00 a.m. to 5:00 p.m. with a 1-hour lunch.

The duties of the Customer Service Representative position include, but are not limited to, processing customer orders in a courteous, efficient, and timely manner; receiving, approving, and processing daily water orders, annual applications for water allocations, and reclamation law forms. This position will be tracking water usage and allocations for each water user, including initial allocation, water transfers, water supply overuse, and releases of water; receiving and processing pumped groundwater information, determining amounts to be allocated, and will be reporting the delivery of pumped groundwater to Federal and State agencies; along with tracking power usage across multiple platforms and analyzing power usage to determine proper billing. The Customer Service Representative will be performing accounts receivable and cash receipt tasks, aging accounts receivable, and collecting delinquent accounts; sorting, merging and analyzing data and generating reports within various databases, computational math and analysis; organizing and completing projects involving general ledger and water supply account reconciliations; assisting with the analysis and development or modifying manual and/or automated customer accounting systems.

HOW TO APPLY

Submit Westlands Water District Employment Application **and** your responses to the Supplemental Application no later than **Friday, September 6, 2019** by mail to P.O. Box 6056, Fresno, CA 93703 or in person to the address listed above; 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 Supplemental Application must be submitted no later than the final filing date to be considered for the recruitment.

Applicants meeting the minimum qualifications and filing requirements may be scheduled for written examination and/or 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 the 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: Nine (9) medical benefit plans offered through CalPERS. The District contributes a total monthly premium of up to \$510 towards an employee-only plan. The District's monthly contribution for employees with one or more dependent(s) will be a maximum of 50% of the premium the employee is enrolled in.
- 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 12 days/year, increasing to 16 days/year after 5 years of service, and 20 days/year after 10 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.
- 457 Deferred Compensation Plan: Eligible to participate in the Plan on the first day of employment. You can contribute any percentage of your compensation subject to the limits specified by the Internal Revenue Service.
- Optional District Benefits include:
 - Additional Life Insurance
 - Section 125, Flexible Spending Plan
 - Eligibility to join District's sponsored credit unions: Golden One, Noble, or Valley First

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 Employer