



WESTLANDS WATER DISTRICT

IS HIRING A:

CUSTOMER SERVICE REPRESENTATIVE

Annual Salary Range: \$55,812 - \$67,836

Department: Customer Accounting

Applications Accepted: May 19, 2023 – June 16, 2023

MINIMUM QUALIFICATIONS

Education: Completion of one (1) 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 agricultural 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.

Position Summary

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.

Application and Selection Process

To be considered for this position, please submit a Westlands Water District Employment Application **and** your responses to the Supplemental Application no later than **Friday, June 16, 2023**, by mail or in person to:

Westlands Water District
Attention: Human Resources Department
P.O. Box 6056, 3130 N. Fresno Street
Fresno, CA 93703

Visit the District's Website at www.wwd.ca.gov

Office Hours: Monday-Friday 8 a.m. to 5 p.m.

**For questions, please contact:
The Human Resources Department at (559) 241-6205**

Resumes may be included with application materials; however, will not be accepted in lieu of completed application materials.

Email and/or fax application materials directly to: resume@wwd.ca.gov or (559) 241-6286

Following the filing date, applicants meeting the minimum qualifications and filing requirements may be scheduled for a written examination and/or an oral panel interview.

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 may 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.

If you need special accommodations for the interview due to a qualifying disability, then contact the Human Resources Department at (559) 241-6205 immediately.

Westlands Water District is an Equal Opportunity/ADA Employer

BENEFIT PACKAGE INCLUDES:

~ Please visit the District's website for further details ~

CalPERS Retirement Plan
Medical Insurance
Dental Insurance
Vision Insurance

Life & Disability Insurance
Voluntary Life Insurance
Employee Assistance Program
457 Deferred Compensation Plan

Flexible Spending Account
Paid Vacation Leave Hours
Paid Medical Leave Hours
11 Paid Holidays

The District does **not** participate in Social Security or State Disability Insurance.

Westlands Water District's mission is 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.