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Customer Service Representative II

Salary Range \$20.36 to \$30.08 per hour

Full-time including Benefits

The District

The Foresthill Public Utility District operates the public water system for the unincorporated community of Foresthill, California, located in Placer County, approximately 60 miles northeast of Sacramento. The Foresthill area is located on the ridge between the North and Middle Forks of the American River, commonly referred to as the Foresthill Divide.

The District incorporates an area of approximately 13,000 acres and contains primarily residential development. The District has a population of approximately 6,000 and provides approximately 2,000 water service connections.

The District is governed by a five-member Board of Directors and currently employs seven full-time employees.

The Position of Customer Service Representative II

The Foresthill Public Utility District is recruiting for its Customer Service Representative II.

Under general supervision, the Customer Service Representative II performs customer service related duties associated with collections, new business development and billing including the receipt and resolution of inquiries and processing of payments and a wide variety of general clerical duties

The Customer Services Representative II

- Receive inquiries from customers over the phone, in person, by mail, fax and email, or through referrals
- Collect and evaluate information from customers to determine the specific nature of their request and to process their requests
- Investigate, research and analyze documents, historical data, billing/account statements, and other information to answer customers inquiries, process their requests, and complete specialized transactions
- Process a variety of billing related duties for treated water accounts including, but not limited to, meter and register changes, adjustments, balance transfers, cancelling and creating new accounts, setting up Facilities Agreement locations, issuing work orders and generating customer letters
- Research and interpret water system maps, record drawings, assessor parcel maps and jurisdiction maps to determine availability and size of existing water lines and recommend private pumping facilities or pressure regulators as appropriate
- Coordinate and process work orders for installations, meter sets, inspections, fire line installations, and bypass meter replacements.
- Upload and track meter readings
- Verify and enter agency revenue, fees and miscellaneous service charges into proper accounts
- Reconcile, log, and process payments and bills
- Edit billing computer runs
- Identify and research billing discrepancies
- Process orders for initial institution of service, discontinuation of service, changes in billing and refund credits for customers

- Review meter reads and computes usage
- Distribute orders for rereading meters
- Process and collect fees
- Retrieve data for public records requests
- Develop call lists and communicate information regarding outages and distribution system failures, hazards or damages
- Keep abreast of new and special programs and changes within existing programs
- Attend training to stay current in technological changes
- Obtain sensitive information from customers, and other agencies or business representatives and maintain confidentiality
- Perform a variety of general clerical duties including data entry, filing and maintaining records
- Perform complex billing calculations
- Assist with training Customer Service Representatives
- Prepare and present monthly data reports
- Build and maintain positive working relationships with co-workers, other Agency employees and the public using principles of good customer service
- Perform other duties as required
- The ability to plan, organize, schedule and coordinate monthly board meetings, planning and financial committee meetings
- The ability to communicate clearly and effectively, both orally and in writing, with an emphasis on team building, interpersonal relationships, and gaining cooperation through discussion and persuasion
- The ability to identify “a better way of doing things” by viewing issues or problems as opportunities for improvement rather than as obstacles
- A willingness to model the District’s customer service philosophy of responsiveness to customer concerns, active listening and the delivery of services exceeding customer expectations
- The capacity to exhibit flexibility, innovation and creativity to problem solving
- The capability to exercise sound judgment, keep calm and make appropriate decisions in emergency situations and under pressure

The Ideal Candidate

The ideal candidate for this position will be an energetic, self-motivated and dynamic customer service professional who models a strong work ethic and commitment to public service. Additionally, the ideal candidate will possess the following attributes and characteristics:

- Two years of progressively responsible clerical, secretarial or administrative work. Experience providing administrative support to a governance board is highly desirable
- Be able to analyze situations carefully, recommend solutions, and adopt effective courses of action.
- Maintain confidential information and records
- Willing to learn the services, organization and functions of the District
- Be able to perform administrative support and public information duties with minimal supervision and direction
- Exercise initiative and sound judgment in recognizing scope of authority
- Accurately record and transcribe information and actions in official written minutes and other applicable documents
- Work tactfully and effectively with elected and appointed officials, the public and staff
- Strong organizational and administrative skills

About Our System

The District was formed in 1950 pursuant to the provisions of Section 15501 et. seq. of the California Public Utilities Code for the purpose of operating a water system. The District’s water system supplies potable water to approximately 2,000 customers.

System Facts

Miles of pipes: 33.6

Number of water treatment plants: 1

Number of storage tanks: 4

Total plant capacity (in million gallons per day): 3

Owner/Operator of Sugar Pine Dam & Reservoir

Population served: 6,000

Total water accounts: 2,000

Water sales, annual: \$1,860,000

Net capital assets: \$9,784,118

Foresthill PUD Mission Statement

To provide the Community of Foresthill with the highest quality drinking water at affordable rates with courteous and professional service.

To manage District resources responsibly for future generations.



candidate's qualifications. The current compensation package includes:

Salary – \$20.36 to \$30.08 per hour

Vacation Leave – Starting at 10 days per year, increasing thereafter based on years of service

Holidays – 13 holidays per year

Paid Sick Leave – 12 days per year

Retirement – Membership in CalPERS. The District also participates in Social Security.



About the Community

Foresthill –

A Proud Heritage and A Bright Future

Nestled in the beautiful Tahoe National Forest, Foresthill became a town in 1850 and was one of the first areas discovered during California's Gold Rush. Mining has been a business staple in town since its inception, with hundreds of mines located in the area, many still active today. Following the mining boom, logging soon became big business with several lumber mills operating in and around the area.

Today, Foresthill continues in its tradition as a beautiful mountain community of nearly 6,000 residents. Located on the outskirts of the Sacramento Valley, it boasts stunning forests, gorgeous waterfalls and lakes and an abundance of trails and campgrounds. With a quaint main street area and a distinctive sense of community, Foresthill offers its residents a sense of comfort and belonging. It is a wonderful place to live, visit and explore.

Compensation and Benefits

The compensation and benefits for the Customer Service Representative II will be based upon the successful

Health Insurance – The District will cover 100% of the premium for a single employee at the lowest cost premium offered by the District annually. Should employee choose a different plan or include a spouse and/or dependent/s the District will pay 80% of the total cost for spouse and/or dependent/s.

Dental Insurance – District pays 80% of the full premium for family coverage

Vision Insurance – The District will pay 80% of the full premium for family coverage

Life Insurance – The District provides life insurance for all regular full-time employees in all job classifications, in an amount equal to the employee's annual salary. The District maintains

a Group Long Term Disability Insurance Policy in addition to State Disability.

Customer Service Representative II

Selection Process Instructions

The selection process for the Customer Service Representative II position will be a multi-phase process comprised of the following:

- (1) A review of supplemental questions
- (2) A panel interview with the most qualified candidates
- (3) A hiring interview with the finalist candidates

Phase 1 – Supplemental Questions

The following questions comprise the first step in the selection process for the Customer Service Representative II position and are intended to assist you in presenting your qualifications. Your answers to these questions will be evaluated and scored to determine the most qualified candidates to continue in the selection process. Please be complete and specific in answering the questions. A resume should be submitted along with your application materials. Applications submitted without responses to these supplemental questions will not be evaluated. In responding to the supplemental questions, please limit your responses to no more than one (1) single-spaced type-written page per question.

Supplemental Questions:

1. Please describe your clerical, secretarial or administrative work experience in the operation of a public utility, water district and/or similar agency. In your response, please address:
 - (a) The organization(s) where you acquired your experience
 - (b) A summary of your job duties and responsibilities
 - (c) The supervisor to whom you were directly accountable
2. Describe your most recent service as a Customer Service Representative and describe any experience you have serving elected boards.

To Be Considered

Candidates for this highly desirable career opportunity will possess two years of increasingly responsible clerical, secretarial and administrative experience in the operation of a public utility.

Experience in a water district or similar agency is highly desirable. Additionally, the following are desirable qualifications:

- Education: High school diploma is required. Secondary education is preferred
- Experience: Two years of progressively responsible clerical, secretarial or administrative work. Experience providing administrative support to a governance board is highly desirable.
- Driver's license: Possession of a valid California Class driver's license and acceptable driving record.

If you are interested in applying for this career opportunity with the Foresthill Public Utility District, please submit a District application, resume, and responses to the supplemental questions by the final filing date, May 3, 2021, (postmarks not accepted) to:

**Foresthill Public Utility District
24540 Main Street
P.O. Box 266
Foresthill, CA 95631
(530) 367-2511**

Foresthill Public Utility District reserves the right to extend the filing period as it may find necessary until the position is filled.

