



**Seeks Candidates For  
Customer Service Technician**

**About Us...**

San Juan Water District, located in Granite Bay, California, is a community services district created by a vote of the citizens in 1954. The District provides wholesale water to more than 160,000 people and retail to 30,000 people living in eastern Sacramento and southern Placer Counties. The District wholesales water to Citrus Heights, Fair Oaks and San Juan (retail) Water Districts, Orange Vale Water Company and the City of Folsom with surplus treatment capacity available to Sacramento Suburban Water District. The District provides treatment and delivery of more than 50,000 acre-feet of water per year to wholesale and retail customers.

With rich history dating back to the Gold Rush era, the District has served the community for more than 150 years. The District's highest priority is to provide reliable, high-quality water to its customers – every day, year in and year out. The District is significantly involved in reshaping California's water dialogue.

San Juan Water District is led by a five-member board of directors who are elected by the community to provide guidance, strategy, and policy for district programs and policies.

**The Position...**

The Customer Service Technician is part of the Finance team, providing customer service and assistance to the public; responding to inquiries and complaints from customers and the general public; and receiving and processing payments and fees. The District may hire at either the I or II level depending on candidate qualifications.

Duties may include:

- Providing customer service in person and over the phone; responding to inquiries and complaints regarding utility services, rate structures, billing, payments, hydrant

permits and service orders.

- Receiving, processing and documenting customer utility payments, fees and reimbursements from partnering agencies.
- Reconciling and maintaining cash drawer daily.
- Maintaining customer accounts by monitoring and ensuring the accuracy of account information on a continuing basis; processing requests for the start and/or cancellation of service.
- Notifying customers regarding delinquent accounts, non-payments, and returned checks; applying late fees and penalties to customer accounts; follow up on payment arrangements.
- Researching and investigating billing and payment inquiries; following up with customers and applying billing adjustments as appropriate.
- Assisting in resolving water-related complaints.
- Preparing, tracking and assigning work orders related to water leaks, main and service line breaks, intract leaks, water quality, pressure, meter and register replacement, services requiring time and material tracking, and delivery of notices.
- Preparing Will Serve letters and applications and assigning meters.
- Preparing hydrant use permits by meter and load count and invoicing for construction water, coordinating hydrant use with Field personnel and maintaining log of hydrant permits and water usage.

In addition to the duties above, the II level may also include:

- Preparing high usage reports.
- Preparing, generating and updating utility bills and delinquent notices.
- Directing and coordinating delivery of door hanger notices and shut-offs for non-payment.
- Establishing and maintaining customer accounts; monitoring and ensuring the accuracy of account information on a continuing basis; processing requests for the start and/or cancellation of service including estimating final bills for escrow agents.
- Researching and investigating billing and payment inquiries; analyzing water use patterns; following up with customers and applying billing adjustments as appropriate.

- Preparing, tracking and assigning work orders related to water leaks, main and service line breaks, water quality, pressure, meter and register replacement, services requiring time and material tracking, and delivery of notices.

**The Ideal Candidate...**

To be considered, candidates should be knowledgeable of advanced customer service principles; methods of cash handling and reconciliation and general accounting principles and have the ability to perform the more complex customer service functions. The qualifications include:

I level: High school diploma or equivalent.

II level: High school diploma or equivalent AND one year of experience performing duties similar to a Customer Service Technician I.

**Compensation and Benefits...**

The salary range is: I: \$26.99 - \$32.39; II: \$29.82 - \$35.78. In addition, the District offers competitive benefits which include District contribution to CalPERS retirement, medical (100% of premium for most offered plans), dental and vision for employee and dependents; District paid life insurance; 12 paid days of sick leave; 11 paid holidays; and paid vacation depending on length of service. In addition, the District provides retiree health benefits with 50% of the premium paid with 10 years of service and an additional 5% with each year of service up to 100% with 20 years of service in CalPERS participating agencies.

**Application Process...**

To be considered for this position, please submit a District application, resume and cover letter, and three professional references to Shellie Anderson at Bryce Consulting. The position is open until filled with the first screening taking place at the close of business on October 31, 2022.

Shellie Anderson  
Bryce Consulting, Inc.  
Email: [sanderson@bryceconsulting.com](mailto:sanderson@bryceconsulting.com)

**Visit the District's website at [www.sjwd.org](http://www.sjwd.org) for an application.**