



SAN JUAN WATER DISTRICT IS SEEKING CANDIDATES FOR THE POSITION OF **CUSTOMER SERVICE TECHNICIAN**

The District

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 265,000 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 reports to the Customer Service Manager and is responsible for providing customer service and assistance to the public which includes responding to inquiries and complaints from customers and the general public; receiving and processing payments and fees; processing new connection and permit applications; and performing a variety of administrative tasks.

The Ideal Candidate

To be considered, candidates must possess strong communication and customer service skills; be detail-oriented; be able to perform accurate mathematical calculations; possess knowledge of cash handling; and be able to review and

understand data from customer information systems regarding revenue, water consumption, fees and charges.

Customer Service Technician I: High School diploma or equivalent, with college level coursework in accounting, computer operations or customer service and experience working with the public desirable.

Customer Service Technician II: In addition to the qualifications of the I, two semesters of college level accounting courses and one year of responsible experience similar to that of a Customer Service Technician I.

Compensation and Benefits

The hourly salary range is \$22.65 – \$27.19 for the Customer Service Technician I and \$24.95 - \$29.95 for the Customer Service Technician II. The District offers competitive benefits which include District contribution to CalPERS retirement, medical, 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.

Application and Selection Process

The final filing date is 5:00 p.m. on Monday, December 3, 2018. 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.

Shellie Anderson
Bryce Consulting, Inc.
3436 American River Drive, Ste. 7A
Sacramento, CA 95864
Tel: 916-974-0199 Fax: 916-974-0224
Email: sanderson@bryceconsulting.com

Visit the District's website at www.sjwd.org for an application.



Following the initial filing date, resumes will be continuously screened in relation to the criteria outlined in this brochure and the class specification. Candidates deemed to have the most relevant qualifications will proceed with the selection process which may include a written examination, oral presentation, oral interview, or a combination. process which may include a written examination, oral presentation, oral interview, or a combination.