



EMPLOYMENT OPPORTUNITY

CUSTOMER SERVICE TECHNICIAN

\$2,787 - \$3,389 per month (paid bi-weekly)

OPEN: Tuesday, April 10, 2018

CLOSES: Tuesday, April 24, 2018

(or until 100 applications are received, whichever occurs first)

Apply at: www.calopps.org

A completed online employment application is REQUIRED

Incomplete or late applications will NOT be accepted. Resumes will NOT be considered in lieu of the application.

SUMMARY DESCRIPTION

Perform a range of field duties and assignments for Water services under the general supervision of the Public Works Department Water Division, including driving a City vehicle and performing water meter turn-ons and shut-offs on a daily basis. Employees at this level represent the Ceres Water Conservation Program and perform daily work in the field, provide customer service to individual residents, receive only occasional instruction or assistance as new, unusual or unique situations arise, and are fully aware of the operating procedures and policies within the work unit. Promote the efficient use of the City's water supply by residential, irrigation, industrial, commercial public agencies and other customers to ensure sufficient pressure throughout the system for fire protection and other essential City services; investigate and identify compliance issues; and communicate with regulatory agencies as required.

REPRESENTATIVE DUTIES

Coordinate with City Finance-Utilities staff on delinquent accounts; water meter turn-ons and shut-offs, non-reads and improper billings. Input data into computer records and generate various reports. Assist customers, departments, and employees by providing information, explaining procedures, and answering questions over the telephone and in person. Handle a variety of assignments related to high utility consumption and leak notification. Participate in the enforcement of the State requirements pertaining to water conservation within the City of Ceres' water distribution system. Oversee the City's water conservation program with an emphasis on public education and outreach activities. Meet with and educate City of Ceres customers on water efficiency use, discuss and resolve problems and concerns. Respond to public inquiries and complaints regarding water use. Respond to customer requests for setting automatic sprinkler timers. Perform other duties as assigned.

QUALIFICATIONS

Knowledge of: A variety of personal computer applications including standard word processing, spreadsheet and database software. Basic principles and practices of customer service.

Methods and procedures used in monitoring water systems.

City services such as watering schedules, procedures, and processes.

Safety management practices and policies.

Ability to: Provide field support to the City's Utilities and Finance divisions.

Identify and resolve inconsistencies in financial records. Perform a wide variety of sensitive and difficult customer service activities. Program automatic sprinkler timers. Administer city services such as watering schedules, procedures, and processes. Use proper English usage, spelling, grammar, and punctuation.

Use personal computers and software applications. Provide customer services procedures and the handling of complaints. Use safe work practices at during the course of work.

Read, understand, apply and communicate complex materials.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

Possession of a high school diploma or GED certificate.

Experience:

One year of increasing responsible experience in the area of customer service and/ or water conservation.

License or Certificate:

Possession of an appropriate, valid driver's license.

Possession of a Water Conservation Practitioner I certification within one (1) year of employment.

Possession of a Water Distribution I Certification within one (1) year of employment.

BENEFITS

Benefits and compensation for this job classification are administered under the Miscellaneous Bargaining Unit Agreement.

Health: The City contributes toward the combined monthly premiums for medical, dental and vision a maximum of \$710, \$1,470 or \$2,090, dependent on level of medical coverage enrollment. Employee contributions to health premiums are taken as pre-tax deductions. Employees eligible to waive medical coverage, receive \$200 per month in taxable compensation. Carriers include: Blue Shield HMO, Blue Shield HDHP/PPO, Kaiser; Stanislaus Foundation Dental and Blue Shield Vision Plus.

Voluntary Benefits: The City contributes \$100 per month through a qualified Section 125 plan for the purchase of voluntary benefits (e.g. Life/AD&D, long-term disability, and FSA for daycare and unreimbursed medical expenses). Employee contributions to certain voluntary benefits are taken as pre-tax deductions. If the employee does not utilize the entire allowance for benefits, the City shall contribute the remaining balance to employee's deferred compensation account, Retiree Health Savings or Health Savings Account, as applicable.

Other Benefits & Leave: The City provides an Employee Assistance Program; voluntary options for Deferred Compensation; 12 paid Holidays; sick and vacation leave.

Pension: The City requires employee membership in the Stanislaus County Employees' Retirement Association (StanCERA), as governed by County Employees' Retirement Law of 1937 and Public Employees' Pension Reform Act (PEPRA). "*Classic members*" (currently or within the last six (6) months a member of StanCERA or subject to reciprocity with another eligible retirement plan) are enrolled in the City's 2% @ 55 plan; final compensation at retirement is based on the single highest year. Non-classic or "*new members*" are enrolled in the 2% @ 62 plan, and employees are required to pay 50% of the normal contribution rate as prescribed by PEPRA, currently 7.7%, on a pre-tax basis; final compensation at retirement is based on the average of the three highest years.

The City also participates in Social Security, which has a mandatory 7.65% contribution for Social Security and Medicare.

Prior to employment: The candidate selected for the position will be required to successfully pass a LiveScan fingerprint and a pre-employment physical medical exam, which includes drug and alcohol testing.

Accommodations: The City of Ceres is compliant with the Americans with Disabilities Act and will make all reasonable accommodations for the disabled to participate in employment, programs and facilities. Please notify Human Resources in writing and in advance of any/all testing to request special accommodations during the recruitment and examination processes. Written medical verification may be required to determine appropriate accommodations.

Please see the City of Ceres website for a detail job description @ www.ci.ceres.ca.us

**THE CITY OF CERES IS AN EQUAL OPPORTUNITY EMPLOYER
COMMITTED TO DIVERSITY**