



Humboldt Community Services District (HCSD)

Is Currently Inviting Employment Applications in our Finance Department for:

CUSTOMER SERVICE REPRESENTATIVE (CSR) I

FINAL FILING DATE: JULY 1, 2022

HCSD is a local government agency. We consist of a team of 20 professional employees taking pride in providing exceptional customer service, quality water distribution, sewage collection, and street lighting services to our customers. Our offices are located in Cutten and back up to the Humboldt County/McKay Forest. HCSD's service area consists of the communities south and east of the City of Eureka boundaries commonly referred to as: Cutten, Humboldt Hill, Fields Landing, King Salmon, Pine Hill, Rosewood, Westgate, Ridgewood, the north-east sections of Myrtle town, and Freshwater.

THE POSITION

The CSR I position introduces the experienced clerical, bookkeeping and data processing individual to the specialized procedures of the District as they relate to customer service, utility billing, accounts payable, accounts receivable, and other related accounting tasks.

TYPICAL DUTIES AND RESPONSIBILITIES

Reporting to the Finance Manager, and under general supervision, the CSR classification provides front counter, phone, and written customer service tasks involving billing or service problems; processes accounts payable; processes and reconciles cash and mail payments; processes all aspects of utility billing; performs receptionist duties (receives guests, answers telephone, and directs to appropriate department; maintains office supply inventory.

QUALIFICATIONS

Knowledge and experience with bookkeeping, A/P, A/R, and billing procedures; methods, practices, and terminology used in financial, statistical and clerical work; type/keyboard at 50 wpm; accurate 10-key by touch; PC operation including Word and Excel; customer service methods and procedures; business English, letter writing, forms, filing systems.

TYPICAL PHYSICAL ACTIVITIES

Communicate orally with management, co-workers, and the public in face-to-face, one-on-one, and in group settings; regularly use a telephone and radio for communication; use office equipment such as 10-key, computers, copiers, postage, and FAX machines; sits and stands for extended period of time; hearing and vision within normal range.

EXPERIENCE AND TRAINING GUIDELINES

At least one (1) year of responsible work experience in the clerical, bookkeeping, data processing and/or customer service fields. Knowledge of Microsoft Word, Excel, and electronic accounts payable highly desirable.

WAGES

The CSR series is a non-exempt/hourly classification consisting of 5 wage steps beginning with an average monthly salary of \$3,032 (Step 1). After six-months of employment, the successful candidate will be eligible for an increase to Step 2 (\$3,182/mo.), and another increase to Step 3 (\$3,342/mo.) at the one-year anniversary upon a subsequent favorable review.

The District reserves the right to extend the final filing date as necessary

BENEFITS

Retirement – Qualifying PERS Classic Members contract is 2% at 55; PERS membership established after January 1, 2013 are under the PEPRRA Members 2% at 62 contract.

Insurance – District paid coverage for employee consists of medical (Anthem/Blue Cross HMO) effective the first of the month following hire, dental and vision effective three months following the date of hire. Dependent coverage is available with a \$20 monthly co-pay.

Life and Disability Insurance – The District pays the premium for a life insurance policy worth one-time the annual earnings for all employees. Also provided are Short and Long-Term Disability programs that pay 60% of the employee's monthly earnings after an initial 14-day waiting period.

Vacation – Vacation accrues at 11 days per year upon employment and increases with time in service. The maximum accrual is 42 days.

Sick Leave – Sick Leave accrues at approximately 1 day per month with no accrual limit. Up to six days of Family Care Leave is allowed per year when deducted from employee's accrued Sick Leave.

Holidays – The District provides 12 paid holidays per year.

Note: Although benefits have been reported as accurately as possible, there has been no warranty of complete benefit summary intended. All information provided is subject to the actual terms of the legal documents that control benefit programs.

THE SELECTION PROCESS

To be considered for this position, candidates must submit a completed and signed District application as well as a cover letter outlining competencies and stating reasons for interest in the position. Only candidates with the most relevant qualifications will be invited to participate in the selection process.

After the final filing date of July 1, 2022, a screening committee will evaluate the qualifications of each candidate for this position. Applicants meeting the minimum qualifications are not necessarily guaranteed advancement to the examination process. The decision of the screening committee is final. Applicants invited to participate will receive written notification of the results of the screening process; this can take up to one month or more. An eligibility list will be developed from the results of the examination process. The examination process could include an oral interview, written test or skill testing, or any combination thereof. The eligibility list created from this recruitment may be used to fill full time, part time and/or temporary positions.

Application materials are available at our website: <http://humboldtcsd.org/employment-human-resources> or from:

Humboldt Community Services District
5055 Walnut Drive, Eureka, CA 95503
(707) 443-4558 Fax (707) 443-1490
Email: bfranklin@humboldtcsd.org

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EQUAL EMPLOYMENT OPPORTUNITY/REASONABLE ACCOMMODATION:

The District is an equal opportunity employer and does not discriminate on the basis of race, religion, national origin, ancestry, gender, marital status, sexual orientation, age, disability or on any other non-merit factors in its process of recruitment, selection, promotion or other conditions of employment. In accordance with the Americans with Disabilities Act reasonable efforts will be made during the examination process to accommodate people with special physical or mental requirements. If special accommodations are necessary, please contact the Personnel Department (707-443-4558) prior to the testing/interview date. When indicating you have a special need, one of the following definitions will apply to you. A disabled person is anyone who: (1) has a physical or mental impairment which substantially limits one or more major life activities: i.e., walking, seeing, hearing, speaking, working or learning; or (2) has a record of such impairment; or (3) is regarded as having such an impairment.

- In accordance with the Immigration Reform Act of 1986, the District must verify, once an employment offer has been made, that all persons have written proof of their right to work in the United States.
- All potential District employees must complete a required pre-employment physical examination, drug screening, and have a satisfactory driving record.

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