



**HCSD invites applications for the position of:
Customer Service Representative I**

First Review of Applicants: April 27th, 2026
(Position will remain open until filled)

This position is a full-time, at-will, non-exempt hourly position with five-step salary ranges of:

\$20.54 – \$24.97 per hour
(Placement dependent on qualifications.)

The Humboldt Community Services District is seeking a new full-time employee with motivation and a service-oriented perspective to fill a vacancy in our Customer Service Representative (CSR) series. The CSR I position introduces the experienced clerical, bookkeeping, and/or data-processing individual to the District's specialized procedures related to customer service, utility billing, accounts payable, accounts receivable, and other related financial and customer service tasks.

Reporting to the Finance Manager and under direct supervision, the CSR classification interacts with the public and other staff members in person, by telephone, and through written correspondence.

A list of qualified candidates will be maintained to fill anticipated open position(s) within this series.

BENEFITS

Retirement—This position includes participation in the California Public Employees' Retirement System (CalPERS), which provides employees with a secure and reliable pension plan. Employees hired from a reciprocal agency or with prior CalPERS service may be enrolled under the Classic formula (2% at 55). New members will be enrolled under the PEPRAs formula (2% at 62) as required by state law.

Supplemental Retirement Savings—CalPERS Voya 457 Plan—In addition to CalPERS pension benefits, employees can participate in a CalPERS Voya 457 deferred compensation plan, allowing tax-advantaged savings to supplement retirement income. This voluntary benefit enables employees to contribute pre-tax (traditional) or after-tax (Roth) dollars, with various investment options to help grow their savings. The plan provides flexibility in contribution amounts and withdrawal options.

Health Insurance – The District's default health care plan is [Anthem Blue Cross' California Care HMO](#). The plan includes no deductible and an overall annual out-of-pocket limit of \$500 single/ \$1,500 family. The District pays 100% of the health insurance premium for the employee; Employees pay a \$20 premium for dependents. The District offers additional health care plans, including the [Anthem Blue Cross' Classic PPO Plan](#). Employees enrolled in the PPO plan also receive additional benefits, including Progyny, which provides fertility, family building, and women's health benefits for employees and their families. The District also provides employees with Delta Dental PPO and VSP vision insurance.

Life and Disability Insurance—The district covers the premium for a life insurance policy with a face amount equal to 1 time the employee's annual earnings. Additionally, short—and long-term

disability programs are offered, providing 60% of the employee's monthly earnings after an initial 14-day waiting period.

Health Club Membership – The District reimburses employees for a portion of their monthly health club membership.

Vacation – Vacation accrual begins immediately upon hire at the rate of 11.5 days per year and increases with years of service. The maximum accrual limit is 42 days (336 hours).

Sick Leave – Sick leave accrual starts immediately upon hire at 8 hours per month, with no accrual limit.

Holidays – The district provides 13 paid holidays each year.

Retiree Health Benefits—Depending on their years of service, District employees who retire may be eligible for health care benefits.

*Note: Although benefits have been reported as accurately as possible, there has been no warranty of a 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:

1. A fully completed and signed HCSD Application
2. A cover letter showcasing the candidate's understanding of the role's requirements and an overview of the applicant's relevant skills, education, and experience.

After the first review of applicants' deadline on April 27, 2026, a screening committee will evaluate each candidate's qualifications for this position. Applicants who meet the minimum qualifications are not necessarily guaranteed advancement to the examination process. The decision made by the screening committee is final. Applicants invited to participate will receive written notification of the screening process results, which may take up to six weeks or longer. An eligibility list will be created based on the examination process results. This process may include an oral interview, a written test, skill testing, or any combination of these. **The eligibility list generated from this recruitment may be used to fill full-time, part-time, and/or temporary positions within the series.** The District reserves the right to extend the final filing date as needed.

Application materials are available at our website:

<https://humboldtcsd.org/human-resources-career-opportunities> or from:

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

Initial Filing Date April 27, 2026

Application materials may be returned:

- In Person or by mail to: 5055 Walnut Drive, Eureka, CA 95503
- By email at: asm@humboldtcsd.org

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

Disaster Service Worker:

State law designates all district employees as Disaster Service Workers (California Government Code Section 3100-3109). Employment with the District requires the affirmation of a loyalty oath to this effect.

.....

EQUAL EMPLOYMENT OPPORTUNITY/REASONABLE ACCOMMODATION:

The District is an equal opportunity employer and does not discriminate based on race, religion, national origin, ancestry, gender, marital status, gender identity, sexual orientation, age, disability, or any other non-merit factors in its process of recruitment, selection, promotion, or other conditions of employment.

Following 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 Human Resources Department (707-443-4558) before 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 that 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.

- Under 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. The District participates in the E-Verify program.
- All potential District employees must complete a pre-employment physical examination and drug screening and have a satisfactory driving record.

THE PROVISIONS OF THIS BULLETIN DO NOT CONSTITUTE A CONTRACT, EXPRESSED OR IMPLIED, AND ANY PROVISIONS CONTAINED IN THIS BULLETIN MAY BE MODIFIED OR REVOKED.