

EMPLOYMENT OPPORTUNITY

- POSITION:** Customer Service Representative I (Temporary/Seasonal)
4 day workweek: Tuesday - Friday
- STARTING SALARY:** \$14.00/hour
- DUTIES:** Under the direction of the Customer Service Superintendent and the general supervision of the Senior Customer Service Representative, applies basic office skills to the initiation and maintenance of customer service activities. Operates a multi-line switchboard. Answers customer concerns, explains District policies, and delegates all other calls to appropriate parties. Maintains a good working relationship with the public. Processes orders for initiation or disconnection of service for residential, commercial, and construction accounts.
- REQUIREMENTS:**
- EDUCATION:** Equivalent to graduation from high school.
- JOB QUALIFICATIONS:** Minimum of one year of experience in customer service. Must possess and maintain a valid California driver's license and a safe driving record. Strong oral communication and computer skills.
- PHYSICAL REQUIREMENTS:** This position requires the following physical characteristics: Oral communication with District management, coworkers, and District customers; regular use of the telephone for communication; operation of such office equipment as computer terminals, copiers and fax machines; sitting for extended time periods; hearing and vision within normal ranges; occasional stooping, bending, climbing, lifting, walking, reaching, the ability to lift objects weighing up to 35 pounds, and travel by automobile to conduct District business
- APPLICATION PROCEDURE:** Applications may be obtained from the District office. Applications need to be filled out completely, even if a resume is included, and must show that the minimum qualifications are met.

a public agency at:

27500 La Paz Road, Laguna Niguel, CA 92677-3489
Mailing Address: P.O. Box 30203, Laguna Niguel, CA 92607-0203
949/831-2500