



## Internal/External Employment Opportunity

- JOB TITLE:** Customer Account Supervisor
- JOB STATUS:** Non-Exempt
- PAY RANGE:** \$6,693.31 – \$8,568.00 per month, dependent upon qualifications
- CLOSING DATE:** Open Until Filled, First Review on Friday, July 10, 2015.
- DUTIES:** Under the general direction of the Superintendent of Customer Service, manages, plans, organizes, and coordinates the activities and operations of the Billing, Payment and Customer Service Offices. Responsible for scheduling water service activities related to service requests, meter reading and service interruptions due to non-payment, making payment arrangements, researching problems, performing special projects and handling the more difficult, complex, or sensitive customer account problems; develops, monitors, and maintains budget discipline; oversees the e.Bill program, print and mail service, and the overall accuracy of customer billings. This classification is responsible for the training, supervision, and administrative direction of the staff. Duties and responsibilities are carried out with considerable independence within the framework of established policies and procedures. The work of this class is complex and involves significant accountability and independent decision-making responsibilities.
- QUALIFICATIONS:** A High school diploma or equivalent certificate. Four years of experience involving customer service, billing, and/or collection responsibilities. Supervisory skills and experience in a government or public utility setting is highly desirable. Must possess a valid California driver's license and maintain a safe driving record.
- PHYSICAL REQUIREMENTS:** Position requires occasional stooping, bending, climbing, lifting, walking, reaching, and the ability to carry and lift materials related to general office/data processing maintenance weighing up to 35 pounds. In addition, this position requires oral communication with District management, coworkers, and District customers with regular use of the telephone for communication; operation of office equipment such as computer terminals, copiers and facsimile machine; sitting for extended periods of time and hearing and vision within normal ranges.
- APPLICATION PROCEDURE:** Please submit a completed and signed employment application from the District's website ([www.mnwd.com](http://www.mnwd.com)) along with a resume to the Human Resources Department by 5:00 p.m. on Friday, July 10, 2015, to be considered in the first review of applicants. A resume will not be accepted without a completed and signed application.