



## **External Employment Opportunity**

- JOB TITLE:** Customer Service Representative I – Office  
(Seasonal/Temporary)
- JOB STATUS:** Non-Exempt
- PAY RANGE:** \$18.47 per hour
- CLOSING DATE:** Open Until Filled; First Review of Applications: Friday,  
November 7, 2014
- DUTIES:** Under direct supervision of the Customer Account Supervisor, performs general office duties related to customer service such as receiving and directing incoming calls on a multi-line switchboard; processing requests for service; and, initiating service orders; provides accurate information related to customer accounts, District services, policies and procedures; maintains records on correspondence and updates customer records. This is a seasonal/temporary position. Work schedule will be full-time Monday through Friday from 8:00 a.m. to 5:00 p.m.
- QUALIFICATIONS:** Possession of a high school diploma or equivalent certificate; two years of work experience in a position requiring the application of skills necessary to perform the above duties - experience in a government setting is highly desirable; must be able to communicate clearly, both verbally and in writing, in a polite, courteous manner; must have a strong background using personal computers; must possess and maintain a valid California driver's license and safe driving record.
- PHYSICAL REQUIREMENTS:** Position requires occasional stooping, bending, climbing, lifting, walking, reaching and the ability to carry and lift materials and objects weighing up to 35 pounds; sitting for extended time periods; hearing and vision within normal ranges. In addition, this position requires travel by automobile to conduct District business. Also requires extensive daily computer and

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telephone operation; communication with District management, coworkers, and customers in face-to-face, one-on-one, and in group settings.

**APPLICATION  
PROCEDURE:**

Please complete a District Application for Employment, which can be obtained from our website at [www.mnwd.com](http://www.mnwd.com).

This recruitment is open until filled. All applications received by 5 p.m. on Friday, November 7, 2014 will be reviewed for inclusion in the first round of interviews. Completed applications should be submitted to the Human Resources Department as soon as possible.