

# **SAN BERNARDINO COUNTY SPECIAL DISTRICT DEPARTMENT**

*Invites applications for*

## **PUBLIC SERVICE EMPLOYEE (PSE) ACCOUNTING/CUSTOMER SERVICE REPRESENTATIVE**

**Salary: \$2,402.00 to \$3,069.00 per month**

### **DEFINITION:**

Under direction, the PSE-Accounting/Customer Service Representative will perform billing/customer service related duties including telephone and in-person customer relations, performing water/sanitation utility billing, and performing tasks as required that will support the billing and customer service units. This position is located in Victorville, CA at the Water and Sanitation Division Office.

### **THE POSITION:**

Duties may include but are not limited to:

- Providing support as a counter representative or telephone representative which includes, accepting applications for water and/or wastewater service, answering billing inquiries, interpreting customer account detail using knowledge of applicable policies, procedures, and rate schedules, and other functions as required.
- Reviewing and auditing various data processing reports from the billing system.
- Sorting, coding, and filing correspondence, forms, documents, and other materials numerically, alphabetically, or by other predetermined classifications.
- Researching and calculating account discrepancies, manually or otherwise, to verify and compute utility bills as established by policies and procedures.
- Uploading route information for meter reads, downloading information from the field operations and importing that data to the billing system, reviewing information for accuracy, issuing re-reads when appropriate and completing customer notification when reads deviate from historical data.
- Preparing, processing, and reviewing billing data and or fiscal records pertaining to account activity.
- Utilizing micro or mini computers, CRT terminals, typewriters, folder inserters, and/or other office equipment to perform customer billing and service functions.

### **MINIMUM QUALIFICATIONS:**

Must have a minimum of eighteen (18) months experience using and maintaining a computerized billing/accounting system. Requires outstanding customer service skills and must be highly organized and detail oriented. Prior experience using Microsoft Word, Excel, and Outlook is desirable. Applicants with experience working within a water and/or sanitation (wastewater) company may be given preference in the selection process. All new employees must adhere to the provisions of the County Fire/Special Districts Department's Dress Code, which prohibits all visible tattoos.

### **BENEFITS:**

This is an extra help position with no benefits associated with it other than the County PST Deferred Compensation Plan.

**THE EXAMINATION:** Applicants meeting or exceeding the minimum requirements will be competitively rated based upon the information stated and verified on the Special Districts application. Resumes will not be accepted in lieu of the Special Districts application. Postmarks will not be accepted. Those determined most qualified will be invited to participate in our selection process, which may include written and/or oral examinations.

### **THE APPLICATION PROCEDURE AND DEADLINE:**

An official Special Districts application may be secured from and submitted to:

**County of San Bernardino  
Special Districts/Fire Department  
157 West 5<sup>th</sup> Street, 2<sup>nd</sup> Floor  
San Bernardino, CA 92415-0450  
(909) 387-5940  
[www.specialdistricts.org](http://www.specialdistricts.org)  
EOE**

**Application Deadline: 5:00pm on Monday, January 4, 2010.**