



Invites Applications for the Position of: CUSTOMER SERVICE SUPERVISOR \$90,054 — \$109,462 Annually DOQ/DOE plus excellent benefits!

Open until Monday, September 24, 2018

Job Summary:

Under the general supervision of the Finance Manager, performs a wide variety of customer service and administrative tasks. Much of this work requires independent decision-making and judgment and the ability to deal with high stress situations.

Essential Functions:

1. Handles sensitive customer service complaints regarding meter reading, billing, and payment issues. Investigates, monitors and follows-up on issues related to the implementation of District programs, including agricultural water program(s) and the Water Supply Response Program.
2. Routinely uses a variety of computer equipment. Utilizes the District's automated information systems including the utility billing system, to research customer databases and write and/or run a variety of reports to provide customer support.
3. Plans and supervises all phases of water billing, including meter reading, billing, credit and collection, cash receipts and customer service.
4. When supervising the meter reading function:
 - Supervises Meter Readers including selection, training and evaluating job performance.
 - Schedules and assigns meter routes. Performs re-routing of individual accounts and entire routes as necessary for optimum reading efficiency.
 - Responsible for meter reads for changes of ownership or tenants.
 - Responsible for rechecks to ensure reading accuracy.
 - Responds to customer inquiries and/or complaints regarding usage. Assists customers in checking for leaks and orders flow tests to check the accuracy of the meters.
 - Distributes workload to Meter Readers for efficiency and reassigns the routes of absent Meter Readers as necessary. Monitors meter reading efforts to ensure productivity and accuracy in the field.
 - Posts delinquency notifications and locks delinquent accounts. Responsible for door-hanging and locking of delinquent accounts.
 - Ability to use District's handheld computer and mobile radio read technologies to read the District's water meters.

Essential Functions (continued):

- Oversees the mobile radio meter read program, including the implementation and deployment of this technology. Works with District contractor(s) to resolve equipment and/or service related issues.
 - Assists with the preparation and administration of section budget.
 - Develops documentation of departmental procedures, which requires analysis, observation and effective communication orally and in written form. Prepares reports and analytical documents for review by various audiences including the Board of Directors.
5. When supervising the customer service function:
- Supervises Customer Service staff including Receptionist/Cashier, Customer Service Representatives, Senior Customer Service Representative, and Water Conservation Specialist including selection, training and evaluating job performance.
 - Responds to customer inquiries and/or complaints regarding usage.
 - Makes recommendations concerning the setting and lifting of District tax levies.
 - Supervises water account adjustments, construction meter refunds, limited water service refunds, cash handling and bank deposits.
 - Administers difficult and unusual special case billings and reporting, such as carrying contracts, exchange agreements, subdivision master meters and reclaimed water.
 - Has principal authority to represent the District to customers and the general public regarding water billing policies. Authorizes adjustments on water accounts. Makes special credit arrangements and authorizes disconnection of service and testing of meters. Offers other helpful information to create favorable public relations.
 - Works with Finance Staff to update the Customer Service System as needed.
 - Assists with the preparation and administration of section budget.
 - Develops documentation of departmental procedures, which requires analysis, observation and effective communication orally and in written form. Prepares reports and analytical documents for review by various audiences including the Board of Directors.
6. Performs related work as assigned.

Qualifications:

Must have an education equivalent to graduation from high school; an Associate Degree is desirable. Water industry related education, training and/or experience is a plus.

Must have a valid California driver's license and be acceptable to the District's automobile liability insurance carrier.

Must have a minimum of two years supervisory experience with a workgroup of more than two people required.

Qualifications (Continued):

Must have a minimum of two years customer service experience with a high volume of public contact via phone and in person. Experience with meter reading systems and in credit and collections preferred.

Must have demonstrated experience operating a computer (in a networked computer environment) to perform various office functions. Must be familiar with Microsoft Office software applications. Experience with computer based billing systems.

Must establish and maintain effective working relations with District personnel and promote good relations with the public. Must effectively use tact and diplomacy in enforcing policies, rules and regulations.

Must communicate effectively both verbally and in writing.

Must have demonstrated skills in prioritizing and scheduling workloads efficiently for high performance.

Must demonstrate the skills necessary to read maps and interpret driving directions.

Benefits:

The District provides the following benefits:

- Medical Insurance (Employee and dependents).
- Vision Care (Employee and dependents – employee contribution required).
- Dental Insurance (Employee and dependents – employee contribution required).
- Life Insurance (2 x Annual Salary).
- Accidental Death and Dismemberment Insurance.
- Disability Insurance (30-day qualification period).
- PERS (Public Employees Retirement System) Pension—employee contribution required.
- 13 paid holidays and 15 days of vacation.
- Paid sick leave.
- Deferred compensation match.
- College tuition reimbursement.
- Pre-tax spending accounts for medical and dependent care.
- Alternative work schedule (every other Friday off - optional).

The District:

The Vista Irrigation District was formed in 1923 to provide water to the community of Vista. The District also supplies water to portions of Escondido, Oceanside, San Marcos and some unincorporated areas of San Diego County. Located seven miles from the Pacific Ocean in northern San Diego County, Vista is the "climatic wonderland of the United States" with an average daily temperature of 74 degrees.

The District (continued):

Rolling hills and a pleasant rural surrounding, combined with relatively affordable housing prices and a strong community, make Vista an ideal place to live and work. Vista has been recognized in a national publication as being one of the “50 fabulous places to raise a family”. In addition to the beautiful beaches to the west, within a 60-mile radius of Vista can be found the dynamic city of San Diego and the Mexican border to the south, snow-capped mountains and majestic deserts to the east, and Disneyland and the Los Angeles metropolitan area to the north.

The District supplies potable water to over 28,000 customers in a 21,160-acre service area with a population of over 133,000 people. The District receives local water from Lake Henshaw, which it owns, imported water from Northern California and the Colorado River via the San Diego County Water Authority (Water Authority) and the Metropolitan Water District of Southern California and desalinated seawater from the Claude “Bud” Lewis Carlsbad Desalination Plant via the Water Authority. The District currently employs 91 people.

The Customer Service Supervisor is an at-will position and not eligible for overtime compensation under the Fair Labor Standards Act and in accordance with District Policy.

The Vista Irrigation District is “an equal opportunity employer” and will consider reasonably accommodating qualified disabled persons. Reasonable accommodations can include, but are not limited to, changing job duties, changing the work shifts, accommodating schedules, relocating the work area, and providing mechanical or electrical aids.

The provisions of this announcement do not constitute an expressed or implied contract, and any provisions contained herein may be modified or revoked without notice.

Selection Process:

Please submit a District application, resume, supplemental questions, etc. Applications are available on our District website at www.vidwater.org. All applications will be reviewed and the most appropriately qualified individuals will be invited to continue in the selection process which may consist of an oral interview and performance testing. Apply online or submit an application package by email to jobapps@vidwater.org or by mail to:

Human Resources Department

Vista Irrigation District

1391 Engineer Street

Vista, California 92081

jobapps@vidwater.org

(No faxes or resumes in lieu of District application).

Job offers are contingent upon a pre-employment medical examination and drug testing.

**Application packet must be received at the District no later than 4:00 p.m.,
Monday, September 24, 2018**