TEMPORARY OPENINGS
(Exam #14-085T)

CUSTOMER SERVICES REPRESENTATIVE I

Expected Duration: up to 6 months
Monthly Salary Range: $3,747 - $4,555
Online applications must be submitted to the Recruitment Division
Friday, July 11, 2014 beginning at 8:00 a.m. and submitted by 11:59 p.m. ONLY

THE POSITION

East Bay Municipal Utility District (EBMUD) invites individuals with the appropriate qualifications to apply for a temporary position in EBMUD’s Contact Center, part of the Customer Services Division. Primary duties involve providing a variety of services and information over the telephone while handling a large volume of calls.

Customer Services Representative I’s perform a variety of responsible customer service duties related to maintenance and processing of customer accounts, payments, collections, start/stop service orders, and customer inquiries and complaints. Customer Services Representative I’s must maintain a high productivity level while adhering to customer service quality standards. Other duties may include but are not limited to:

- Updating customer account records, verifying their accuracy and completeness, arranging for corrections, and forwarding information as needed to other EBMUD work units;
- Reconciling customer billing records as indicated;
- Estimating bills when meter readings are unobtainable;
- Obtaining required information from customers to begin or discontinue water service;
- Answering a multi-line telephone where incoming customer calls are automatically routed to Customer Services Representatives in the Contact Center;
- Typing various forms or letters from plain or corrected copy; and
- Entering data into and retrieving data from the computer system.

REQUIREMENTS

Requirements include completion of the twelfth grade or its equivalent AND two years of call center experience.

Other requirements: Must possess the physical characteristics needed to perform the critical and important duties of the job, including: physical capacity to stand or sit and work using a keyboard and/or telephone for prolonged periods without a break; physical capacity to reach and stoop to retrieve and sort files; sufficient strength to lift and carry equipment and materials weighing up to 20 pounds; hand-eye coordination sufficient to peruse documents for pertinent information while entering data into a computer or 10-key; visual acuity to read numbers, text, computer screens and computer print-outs; physical capacity to write and speak clear English in order to communicate effectively; hearing sufficient to communicate both in person and on the telephone; and manual dexterity to write, operate a keyboard and a 10-key.

TO APPLY

Visit www.ebmud.com to submit your EBMUD application online Friday, July 11, 2014 beginning at 8:00 a.m. and submitted by 11:59 p.m. ONLY. Only application materials submitted online during the filing period will be accepted. It is your responsibility to clearly specify your experience. Applicants presenting the best combination of job-related qualifications will be reviewed for further consideration. NOTE: The recruitment for this temporary position will not result in the establishment of a civil service list.

All applicants receive consideration for employment without regard to race, religious creed, color, national origin, ancestry, physical or mental disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender expression, age, sexual orientation or veteran status.