



A. 4176 Warbler Road
P.O. Box 294049
Phelan, CA 92329
P. (760) 868-1212
F. (760) 868-2323
W. www.pphcsd.org

Phelan Piñon Hills Community Services District

Job Opportunities

JOB TITLE: Administrative Technician I – Customer Service – Full Time – Regular

\$24.39 - \$31.72 per hour

Full Time, Non-Exempt, CalPERS Retirement, Health Insurance,
Life, LTD, AD&D, EAP, Tuition Reimbursement

Posting Date: September 10, 2024

Closing Date: September 27, 2024

APPLICATION PROCEDURE/FILING DEADLINE

A Phelan Piñon Hills Community Services District employment application is required, no exception. The attached supplemental questionnaire is also required. Additional items, such as a resume may also be attached, however they will not be accepted in lieu of the District employment application or supplemental questionnaire.

Filing Deadline: September 27, 2024. Only qualified applicants will be invited to interview.

Selection Process Timeline:

Application Deadline:	9/27/2024 – 5pm
Interviews:	10/10/2024
Start Date:	10/28/2024

NOTE: The Phelan Piñon Hills Community Services District reserves the right to modify the filing deadline and selection process timeline as necessary.

* The District may choose to limit the acceptance of applications to the first 50 received. Early submittal is recommended to ensure acceptance.

RECRUITMENT PROCESS

HOW TO APPLY: Applications must be filled out completely and must clearly show that the qualification requirements are met. A resume will not be accepted in lieu of the official application form. All statements are subject to investigation and verification. Applications must be received in the Human Resources Department no later than the filing deadline date listed on this announcement. Applications postmarked on the filing deadline and received after the deadline time and date will not be considered timely. Faxed applications will not be accepted. If you have not received notification regarding the status of your application within two weeks of the closing date, please notify Human Resources. Applicants are responsible for promptly notifying the Human Resources Department of any change of address and/or telephone number.



NOTE: Phelan Piñon Hills Community Services District's hours of operation are as follows: Monday–Friday 8:00 a.m. to 5:00 p.m. except certain holidays. Complete the electronic application online at <https://www.pphcsd.org/employment> or visit the District office for a paper application form. Please contact the District office at 760-868-1212 for questions regarding this opportunity or your application.

EXAMINATION: The Phelan Piñon Hills Community Services District reserves the right to rate applicants based on a review of the application materials and to invite only the most qualified applicants to participate in successive parts of the selection process consisting of one or more of the following:

1. A written examination of technical knowledge, skills, and abilities.
2. A technical oral examination of education, experience, training and personal suitability for the position will be evaluated by appearance before an interview board.
3. A performance examination for demonstration of technical and manual skills (i.e., equipment operation, software & application usage).
4. A supplemental questionnaire for measurement of education, experience, and training.

PROTEST PROCEDURE: In order to challenge any phase of the recruitment process, a letter must be directed to the Human Resources Department and received no later than four (4) working days following the date you received notification of the results of any action taken. Any protest must include rationale to support the protest. You will receive a response in writing of any action taken with regard to the final decision.

ADA ACCOMMODATION: Individuals with disabilities who require accommodation in the application or testing process must provide, at time of application, documentation from a qualified authority of the need for accommodation.

FULLTIME REGULAR EMPLOYEE BENEFITS

SALARY: Employees typically start at the minimum salary range.

VACATION: Paid vacation is based on years of service: 10 days for 1-4 years; 15 days for 5-9 years, 20 days for 10-20 years, 25 days for 20+ years.

SICK LEAVE: Beginning with the date of employment, sick leave accrues at 3.692 hours per pay period.

HOLIDAYS: An average of 88 holiday hours per year.

MEDICAL/DENTAL/VISION INSURANCE: Available for regular employees and their eligible dependents.

LIFE INSURANCE: District paid coverage of 1 times the annual earnings exclusive of overtime or bonus, to a maximum of \$150,000. Supplemental Life insurance available, paid for by the employee.

RETIREMENT: CalPERS; The District does not participate in Social Security for regular employees.



LONG TERM DISABILITY: District-paid benefit provides 60% of salary after 90 days of disability for full-time employees.

EMPLOYMENT INFORMATION

MEDICAL STANDARDS: Applicants will be required to pass a medical examination and drug test prior to appointment for employment. Failure to meet medical standards may result in withdrawal of appointment.

DIRECT DEPOSIT: All new hires are required to enroll in the direct deposit program.

IMMIGRATION LAW: Prior to employment, applicants will be required to provide necessary documentation to verify proof of legal residence entitling them to work in the United States, as required by the Immigration and Reform Act of 1986.

INTRODUCTORY PERIOD: All regular employees must satisfactorily complete a one-year introductory period.

DMV PRINTOUT: The District will obtain a DMV check on all regular employees.

DRUG AND ALCOHOL TESTING: Applicants who are considered for hire must submit to and pass drug and alcohol testing prior to appointment. Some classifications are subject to ongoing random drug and alcohol tests in accordance with District policy and/or State and Federal laws.

BACKGROUND TESTING: Applicants who are considered for hire must submit to and pass a background screening prior to appointment.

4176 Warbler Road, Phelan, California 92371 * (760) 868-1212 * Website: www.pphcsd.org

*The provisions of this document do not constitute an expressed or implied contract.
Any provision contained herein may be modified or revoked without notice.*



Phelan Piñon Hills Community Services District
Job Description

Job Title: Administrative Technician I – Customer Service

EXEMPT:	No	SALARY LEVEL:	8
DEPARTMENT:	Administration	APPROVED:	9/6/2022
REPORTS TO:	Customer Service Supervisor		

SUMMARY:

Under the general direction of the Customer Service Supervisor, the Administrative Technician I performs a variety of routine customer service functions, billing functions, clerical and administrative support functions, delinquent accounts functions, and accounts receivable functions. The Customer Service Supervisor will assign some or all of the essential duties listed below to Administrative Technician I personnel, as deemed appropriate and necessary.

ESSENTIAL DUTIES AND RESPONSIBILITIES: (Responsibilities and duties may include, but are not limited to, the following)

Responds to customer requests in person or by telephone, website, mail, e-mail, or fax to initiate, add, or terminate water service accounts; explains billing practices and rates; processes turn-on and turn-off requests, new and transfer accounts, and service orders.

- Receives and applies payments to customer accounts received in person or through the mail.
- Generates service orders for field staff.
- Prepares and posts account service, comments, and payment data to customer records by computer.
- Runs reports on accounts that have liens, tracks liens in spreadsheets and maintains lien release records, prepares and submits lien releases to County.
- Performs a wide variety of clerical tasks, including typing letters, memos, data entry, maintaining files, scanning files, picking-up and dropping off mail at post office, and sorting mail for distribution to District personnel.
- Answers and directs calls to appropriate District staff; answers a broad range of general information questions about District programs, policies, and procedures.
- Performs routine administrative activities in support of various departments, which may include developing and updating a variety of databases and ability to perform complex mailing distributions.
- Operates a variety of office equipment including copier, fax machine, adding machine, postage meter, and scanner; utilizes various computer applications and software packages; maintains and generates reports.
- Reads, understands, and ensures compliance with the District's safety policies; attends safety meeting as required; reports all accidents, violations, or infractions to supervisor.

- Participates in cross-training and provides backup to other department staff.
- Regular attendance at worksite.
- Performs related duties and responsibilities as required.

CERTIFICATES, LICENSES, REGISTRATIONS:

- Possession of, and the ability to maintain, a valid California Driver's License with a satisfactory driving record is required.
- Possession of, and the ability to maintain, current driver's insurance is required.

EDUCATION AND/OR EXPERIENCE:

- High school diploma, or equivalent.
- Minimum of two (2) years related experience, or training and education, or a combination of training and education necessary to meet the minimum requirement.
- Ability to complete District assigned customer service and other job-related training and/or education within one (1) year of appointment.
- Experience in customer service functions in a government or public utility setting is highly desirable.

QUALIFICATION REQUIREMENTS:

The requirements listed below are representative of the knowledge, skill and/or ability required.

KNOWLEDGE OF:

- Modern customer service techniques, practices, and principles; techniques for dealing with delinquent accounts.
- Modern office procedures, methods, and equipment, including computers, software applications such as word processing, spreadsheets, statistical databases, and automated accounting systems.
- Cash handling techniques.
- General business mathematics and calculations.
- Correct English usage, including spelling, grammar, and punctuation.
- District personnel rules and policies.
- Principles and methods of business correspondence, recordkeeping, and filing.

ABILITY TO:

- Provide tactful and courteous service to the public.
- Resolve complaints in a calm and effective manner.
- Perform mathematical calculations accurately and quickly.
- Respond to requests for information from the public and other departments in an accurate and timely manner.
- Explain District policies and procedures to customers.
- Work under steady pressure with frequent interruptions.
- Work independently in the absence of close supervision.
- Understand and carry out oral and written instructions.

- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain cooperative working relationships with those contacted within the course of work.

TYPICAL PHYSICAL DEMANDS:

The physical activities described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- On a continuous basis, sit at a desk and in meetings for long periods of time.
- Use a computer for long periods of time.
- Write or use keyboard to communicate through written means.
- Perform simple grasping and fine manipulation of objects.
- Travel occasionally by automobile in conducting District business.
- Occasionally travel by airplane in conducting District business.
- Regularly required use of hands to manipulate, handle, or feel objects, tools, or controls; reach with hands and arms; and talk or hear.
- The employee frequently is required to sit.
- The employee must be able to communicate with customers and other staff, both verbally and in writing, including listening within normal hearing range.
- Occasionally required to stand, walk, stoop, kneel, crouch or crawl.
- Must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds.