

Upcoming Job Opportunity - Fall 2016

Customer Services Representative I

Hourly Pay \$23.01 - \$27.99

plus excellent benefits

Under general supervision, EBMUD Customer Service Representatives (CSRs) perform clerical and other associated duties supporting the servicing of customer accounts for water service in a high-volume call center environment. CSRs serve as a front-line customer support responsible for processing requests for service, collecting payments, balancing of receipts, handling customer complaints and providing other account information.

The most competitive candidates for this position will have:

- Experience and/or strong abilities to listen, interpret, and handle a high volume of customer inquiries
- Experience/ability to input and obtain data from an online computer system
- Bilingual skills in Cantonese, Mandarin and/or Spanish

HIRING PROCESS

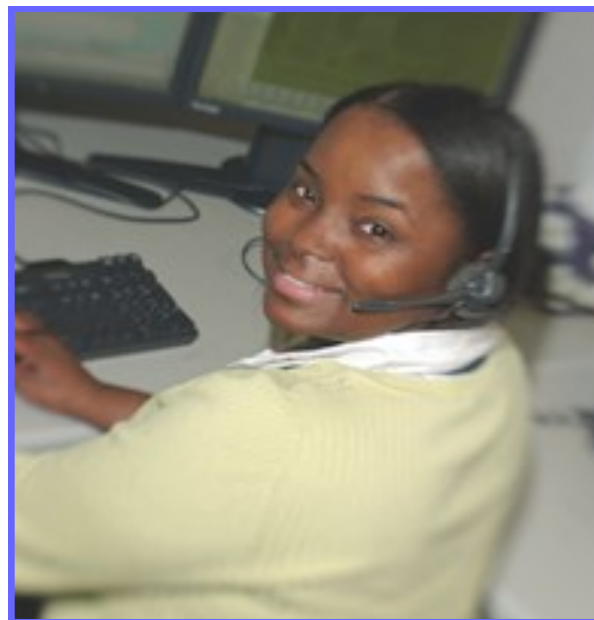
Applicants who meets the job requirements will be invited to a two-step process that will include a written test and a panel interview/performance test.

EAST BAY MUNICIPAL UTILITY DISTRICT

(EBMUD) is the west's largest independent water and wastewater utility, supplying water and providing wastewater treatment for parts of Alameda and Contra Costa counties. Headquartered in Oakland, our mission is to provide reliable, high-quality services for our customers, to exercise responsible stewardship over the natural resources with which we are entrusted, and to protect the environment for future generations.

WEBSITE <http://www.ebmud.com/jobs/>

JOB HOTLINE (510) 287-0742 for current job openings



Applicants who wish to be considered for bilingual CSR positions must also pass a separate bilingual skills test to be administered during the selection process.

JOB REQUIREMENTS

Completion of the twelfth grade, or its equivalent, **and** two years of general clerical experience.

General Knowledge of: Proper English, including spelling, punctuation and grammar; filing methods.

Skill in: Making arithmetic computations accurately; operating a typewriter with speed and accuracy to complete forms; using an adding or calculating machine with speed and accuracy.

Ability to:

- Deal effectively and tactfully with the public, particularly when relations may be strained;
- Express self clearly and concisely in conversations over the telephone and in person;
- Follow oral and written instructions;
- Maintain attention to detail in a work situation with frequent interruptions;
- Learn and apply the specific policies and procedures and perform basic clerical work;
- Work cooperatively with others;
- Learn to operate other standard office equipment accurately and rapidly.

EQUAL OPPORTUNITY EMPLOYER

EBMUD is an equal opportunity employer and strongly encourages **qualified women, minorities, veterans and individuals with disabilities** to apply for job opportunities.

EBMUD staff maintains ongoing partnerships with local community college skilled trades training programs to attract qualified diverse student graduates for EBMUD jobs.

Interested applicants should follow the instructions on how to register for upcoming job opportunities and proceed to create an applicant profile. Once this job is officially open for applications, you may actively apply through the Jobs page on www.ebmud.com.

REGISTER FOR UPCOMING JOB OPPORTUNITIES

If you would like to receive an email when EBMUD has job opportunities, go to www.ebmud.com and click the “[Jobs](#)” link on the right side in the main page. Click on “[Job Resources](#)”, then click the “[Job Descriptions and Salary Information](#)” link, review jobs that you think you would be interested in. Click on “[Email me when jobs like this become available](#)” and fill out an online job interest card. Use the search function to help you find specific EBMUD job titles.

CREATE AN APPLICANT PROFILE

Go to our website, www.ebmud.com to register and create an online applicant account. Registration is free. Click on “[Jobs](#)” link, then the “[Applicant Registration and Login](#)” link. Once you have created your account, you can enter your personal information and work experience. Creating your account will save you time when you apply for employment.

APPLY FOR EMPLOYMENT

Check www.ebmud.com/jobs/job-opportunities to see current posted exams that you can apply for. Only online applications are accepted for EBMUD jobs, and applications are only accepted when EBMUD posts an opening for a job.

SAMPLE TEST ITEMS

The sample items can help entry level applicants prepare for EBMUD's written test with tips, examples of concepts that are covered and sample problems. Visit www.ebmud.com/jobs/job_resources then scroll to bottom of page.

EXCELLENT BENEFITS

EBMUD values our employees and maintains competitive pay and benefits, provides meaningful and challenging work, maintains a safe, well-equipped workplace, uses current technologies, encourages innovation, implements organizational practices that value employee contributions, encourage learning, and promote employee wellness and work/life balance. EBMUD full time employees are eligible for fully paid Kaiser medical coverage, Delta Dental Plan, Vision Service Plan, Flexible Spending Account and Retirement plan. EBMUD will reimburse employees 100% of tuition and textbook cost upon satisfactory completion of an approved course to the maximum amount of \$3,500 per fiscal year. EBMUD provides employees 12 days vacation and 13 holidays plus 2 floating holidays.