



**Yorba Linda
Water District**

CUSTOMER SERVICE SUPERVISOR

Yorba Linda Water District

\$104,249.60 - \$133,452.80 Annually

This recruitment will remain open until filled. First review of applications will be July 29, 2024 but may close at any time. Applicants are encouraged to apply immediately.

Under general supervision, plans, organizes and supervises the workflow of District Customer Service functions; provides direction and communication to direct reports and ensures that customer inquiries are answered in a timely, professional manner; verifies completeness and accuracy of work; oversees the District's billing, collection, account processing, and customer relations functions; provides supervision and training to assigned staff; reviews, develops and implements procedures relevant to the effective and efficient operation of the division; performs related work as required.

This is a supervisory-level class that oversees day-to-day processes pertaining to residential and non-residential water and sewer services and other District customer service functions. Incumbent is responsible for organizing and assigning staff training, assigning duties, evaluating results, conducting performance appraisals and recommending personnel actions. Duties may include performing the most difficult and complex tasks assigned to the work unit. Responsible for interpreting and explaining policies and procedures, as well as State regulations, mandates, and offered assistance programs, dealing with difficult customer inquiries and other related matters, and maintaining accurate service location and billing records.

EDUCATION AND EXPERIENCE: Bachelor's degree from an accredited four-year college or university in accounting, finance, business administration, or a closely related field. Four (4) years of advanced customer support experience, with two (2) years of lead or supervisory experience in this or a closely related field. Customer service work in a water district is desirable.

Licenses or Certifications: Possession of a valid California Class C driver's license with a satisfactory driving record may be required at the time of hire.

Apply at www.ylwd.com. Candidates are required to complete an online application and attach a copy of their diploma/degree. A resume, cover letter and a fully complete online application are required to be considered a complete application. This is a regular, full-time, unrepresented position.