NIPOMO COMMUNITY SERVICES DISTRICT

148 SOUTH WILSON STREET/POST OFFICE BOX 326
NIPOMO, CA 93444

EMPLOYMENT APPLICATION

AN EQUAL OPPORTUNITY EMPLOYER

APPLICANT INVESTIGATION POLICY: Nipomo Community Services District (NCSD) recognizes the importance of maintaining a safe work place with employees who are honest, trustworthy, qualified, reliable and non-violent, and who do not represent a risk of harm to their co-employees or others. For purposes of furthering these concerns and interests, before hiring a person NCSD reserves the right to investigate the applicant's employment history, personal references and educational background, as well as other relevant information that is reasonably available to NCSD. Consistent with these practices, all job applicants will be asked to sign an agreement requesting, authorizing and consenting to the release of information to NCSD in releasing all concerned from liability for disclosure of information. Consistent with legal requirements, NCSD reserves the right to exclude any applicant from consideration for employment if the applicant refuses to sign this agreement as requested. In hiring for certain positions, NCSD may review the applicant's credit report, driving record, and criminal background, if any. NCSD will **not** request criminal history information before making a conditional offer of employment and will comply with all legal restrictions requirements concerning collection and use of such information, including Government Code § 12952. An applicant who receives a conditional offer of employment will be asked to complete a supplemental disclosure of criminal history information.

NCSD's policies regarding company property, security, privacy, searches and its drug-free workplace policy provide further information about NCSD's discretion to investigate employees and mandatory reporting obligations. After receiving an offer of employment, any job applicant who wishes to review these policies before deciding whether to accept employment may do so by contacting NCSD.

ATTACH COVER LETTER AND RESUME TO EMPLOYMENT APPLICATION

1. CUSTOMER SERVICE CLERK I
   Position applying for

2. _____
   CANDIDATE NAME: (Last) (First) (Middle Initial)

CANDIDATE'S OTHER NAMES USED (To Verify Employment/Educational History):

_____
NAME: (Last) (First) (Middle Initial)

_____
NAME: (Last) (First) (Middle Initial)

3. _____ _____
   PRESENT MAILING ADDRESS: (Number/P.O. Box) (Street) HOME PHONE

   _____ _____
   (City) (State) (Zip Code) CELL PHONE

4. _____ _____
   PERMANENT ADDRESS (If different than above): (Street) EMAIL ADDRESS

   _____ _____
   (City) (State) (Zip Code)

5. Are you a relative of a current NCSD Board Member or employee? YES ☐ NO ☐

If yes, state name(s), title(s), and relationship(s): _____

NCSD does not permit the hiring of relatives of Board members and may refuse to hire relatives of present employees or if doing so could result in actual or potential problems in supervision, security, safety, or morale, or if doing so could create conflicts of interest. For purposes of this application, "relative" is defined to include: parent, child, grandparent, grandchild, uncle, aunt, niece, nephew, cousin, sibling, spouse, domestic partner, cohabitants, or in-law relations (whether arising from a spouse or domestic partner relationship). "Relative" is intended to encompass all family-like relationships regardless of blood or legal relationship.

6. Are you 18 years of age or older? YES ☐ NO ☐

7. If employed, can you produce verification of your legal right to work in the United States? YES ☐ NO ☐

8. Do you speak, read and write a language other than English? YES ☐ NO ☐
   If so, please identify:

   _____

9. EDUCATION: Applicant may be required to furnish proof of academic training by transcript or diploma.
   LAST HIGH SCHOOL ATTENDED: _____

   Did you graduate? YES ☐ NO ☐
   If no, do you have GED certificate? YES ☐ NO ☐

   RÉSUMÉS MAY BE ADDED, BUT CANNOT BE SUBSTITUTED FOR THIS SECTION

College or University	Major/Minor	Units completed or Degree
Example: (XYZ University)	Example: (BS in Math)	Example: (120 units)

   List any school courses, special skills, training, machines or equipment that you can operate that relate to the requirements of the position: _____

   _____

10 Driver's license number: _____

   Date of expiration: _____ Class Number: _____

11. Collision history:
   Have you been the driver of a vehicle involved in a collision in the past 5 years? _____ For each incident, please explain the circumstances surrounding the collision, including the date of the incident, whether any persons sustained injuries from the incident, and the approximate value of the damage resulting from the incident._____
   _____

EMPLOYMENT APPLICATION

12. EXPERIENCE: Show your present job first; then list all other jobs in order, working down from the most recent. Use a separate block for each job held even though with the same organization. List any job-related volunteer experience. If hours worked per week varied, give average. Account for all time for at least the last ten years. Attach additional sheet, if necessary.

Date/Salary/Hours	Exact Job Title and Duties	Employer's Name and Address
From __/__/__ to __/__/__ Hours Worked Per Wk. _____	Title: _____ Duties: _____ _____ Reason for Leaving: _____	_____ _____ _____ _____
From __/__/__ to __/__/__ Hours Worked Per Wk. _____	Title: _____ Duties: _____ _____ Reason for Leaving: _____	_____ _____ _____ _____
From __/__/__ to __/__/__ Hours Worked Per Wk. _____	Title: _____ Duties: _____ _____ Reason for Leaving: _____	_____ _____ _____ _____
From __/__/__ to __/__/__ Hours Worked Per Wk. _____	Title: _____ Duties: _____ _____ Reason for Leaving: _____	_____ _____ _____ _____

13. Were you ever discharged or asked to resign from a position? YES ☐ NO ☐

Would you object to contacting of previous/current employer? YES ☐ NO ☐
If you have answered yes to either of the above, please explain:

_____
_____

14. The Nipomo Community Services District is an equal opportunity employer and does not discriminate in any aspect of the hiring process or employment relationship. No questions on this application and attachment will be used for the purpose of limiting or excusing any Applicant from consideration for employment on a basis prohibited by local, state, or federal law.

15. If the position for which you are applying is designated as "safety sensitive," then, the Nipomo Community Services District has a policy that any offer of employment shall be contingent upon the applicant successfully passing a drug test. Persons who do not successfully pass or who refuse to submit to the drug test will not be considered further.

16. For certain positions that require physical demands and before the date of hire, Applicant shall be required to pass a physical exam by a physician at District's designation and expense. Nipomo Community Services District has a policy that any offer of employment shall be contingent upon the applicant successfully passing a physician's examination certifying that the applicant is fit to perform the duties of the position. Persons who refuse to cooperate in the examination or do not receive a physician's certification of qualification to do the type of work required by the position applied for will not be considered for employment.

17. Please attach any additional information with your application which you feel will help the District in its evaluation of your qualifications.

18. Prior to turning in your application to the District, re-check it to make sure it is correct and complete.

19. I understand that it is the District's policy not to refuse to hire a qualified individual because of this person's need for a reasonable accommodation that would be required by the ADA and/or the California FEHA. I understand that consideration will be given to reasonable accommodation that may be necessary for eligible applicants/employees to perform essential functions, including participation in any pre-employment process. If I require reasonable accommodation during the pre-employment process, I will contact the District's Assistant General Manager.

20. If job description requires employee to operate a District vehicle, I give the District the right to investigate my DMV records if it makes a conditional offer of employment to me.

21. **CERTIFICATION OF APPLICANT**:

(initials)

_____I certify that all the statements made in this application are true and complete to the best of my knowledge. I understand that all statements are subject to verification by the District and any false statements or omissions of material facts may be considered sufficient to subject me to disqualification or dismissal regardless of the time elapsed before discovery.

_____I hereby authorize the Nipomo Community Services District to thoroughly investigate my references, work record, education, and other matters related to my suitability for employment and, further, authorize the references I have listed to disclose to the District any and all letters, reports, and other information related to my work records, without giving me prior notice of such disclosures. In addition, I hereby release the District, my former employers and all other persons, corporations, partnerships, and associations from any and all claims, demands, or liabilities arising out of or in any way related to such investigation or disclosure.

NIPOMO COMMUNITY SERVICES DISTRICT
148 SOUTH WILSON STREET/POST OFFICE BOX 326
NIPOMO, CA 93444

EMPLOYMENT APPLICATION

_____I understand that the Nipomo Community Services District may review my credit report, driving record, criminal background, if any, for certain positions. I understand that the District will **not** request criminal history information before making a conditional offer of employment and will comply with all legal restrictions requirements concerning collection and use of such information, including Government Code § 12952. I understand that, if I receive an offer of employment, it will be conditioned upon me completing a supplemental disclosure of criminal history information and a current DMV printout obtained within the past thirty (30) days.

Date: _____ Signature: _____

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EMPLOYMENT APPLICATION

STATEMENT OF PHYSICAL REQUIREMENTS AND ENVIRONMENTAL FACTORS

Job Title: CUSTOMER SERVICE CLERK I
Job Description: Attached, receipt of which is hereby acknowledged.

PHYSICAL ACTIVITY REQUIREMENTS

Work Position	approx. 20%	approx. 30%	approx. 50%	70% or more
Standing	☒	☐	☐	☐
Walking	☒	☐	☐	☐
Sitting	☐	☐	☐	☒

Body Movements:
None = 0
Occasional = 0 to ¼ work day
Some = ¼ to ½ work day
Frequently = ¼ to ¾ work day
Continuously = ¾ to full work day

Lifting:	0 – 20 lbs	20-40-lbs	40-60 lbs	Up to 100 lbs
None	☐	☒	☒	☒
Occasional	☒	☐	☐	☐
Some	☐	☐	☐	☐
Frequently	☐	☐	☐	☐
Continuously	☐	☐	☐	☐

Push and/or Pull Loads:	0 – 20 lbs	20-40-lbs	40-60 lbs	Up to 100 lbs
None	☐	☒	☒	☒
Occasional	☒	☐	☐	☐
Some	☐	☐	☐	☐
Frequently	☐	☐	☐	☐
Continuously	☐	☐	☐	☐

Carrying:	0 – 20 lbs	20-40-lbs	40-60 lbs	Up to 100 lbs
None	☐	☒	☒	☒
Occasional	☒	☐	☐	☐
Some	☐	☐	☐	☐
Frequently	☐	☐	☐	☐
Continuously	☐	☐	☐	☐

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STATEMENT OF PHYSICAL REQUIREMENTS AND ENVIRONMENTAL FACTORS

Bending:	None ☐	Occasional ☒	Some ☐	Frequent ☐	Continuous ☐
Kneeling/ Squatting:	None ☐	Occasional ☒	Some ☐	Frequent ☐	Continuous ☐
Reaching Overhead Stretching:	None ☐	Occasional ☒	Some ☐	Frequent ☐	Continuous ☐
Climbing Stairs:	None ☐	Occasional ☒	Some ☐	Frequent ☐	Continuous ☐
Climbing Ladders:	None ☒	Occasional ☐	Some ☐	Frequent ☐	Continuous ☐
Crawling:	None ☒	Occasional ☐	Some ☐	Frequent ☐	Continuous ☐
Working on Rough and/or Uneven Terrain:	None ☒	Occasional ☐	Some ☐	Frequent ☐	Continuous ☐
Handling and Dexterity:	None ☐	Occasional ☐	Some ☐	Frequent ☐	Continuous ☒

ENVIRONMENTAL FACTORS
Related to Job Description

☐ Outside	☐ Outside and inside	☐ Excessive heat
☐ Excessive cold	☐ Excessive humidity	☐ Excessive dampness or chilling
☐ Dry atmospheric conditions	☐ Excessive noise, intermittent	☐ Constant noise
☒ Dust	☐ Silica, asbestos, etc	☐ Fumes, smoke, or gases
☐ Solvents (degreasing agents)	☐ Grease and oils	☐ Radiant energy
☐ Electrical energy	☐ Slippery or uneven walking surfaces	☐ Working around machinery with moving parts
☐ Working around moving objects or vehicles	☐ Working on ladders or scaffolding	☐ Working below ground
☐ Unusual fatigue factors (specify)	☐ Working with hands in water	☒ Working closely with others (occasionally)
☒ Working alone (occasionally)	☐ Protracted or irregular hours of work	☐ Other (specify)

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148 SOUTH WILSON STREET/POST OFFICE BOX 326
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STATEMENT BY APPLICANT

Applicant Read and Sign:

NCSD complies with the federal Americans with Disabilities Act and the California Fair Employment and Housing Act and considers all reasonable accommodations that may be necessary for eligible applicants/employees to perform essential functions. If you need any type of accommodation in the application process, please describe the requested accommodation and contact the NCSD's Assistant General Manager:

_____

_____

_____

Date: _____ _____

Name (printed)

_____

Signature

Where did you hear about this position?

For information purposes only:

	NCSD website
	Santa Maria Times
	The Tribune
	Craig's List
	Government Jobs
	BC Water News
	CWEA
	Family/Friends
	Other (please specify)

JOB DESCRIPION

POSITION:	**Customer Service Clerk I/II/III**
FLSA STATUS:	**Non-Exempt - Full Time (40 hour week)**
REPORTS TO:	**Administrative Supervisor and/or Finance Director**

1. DEFINITION AND SUMMARY OF DUTIES

Under direct or general supervision, performs a wide variety of customer service, clerical, utility billing, technical and accounting functions. This includes, but is not limited to, acts as receptionist answering phones, pick-ups and processing of mail and daily bank deposit, interacts frequently with the public daily, answers utility bill questions, prepares and processes utility billing and all related billing functions and duties, coordinates and integrates all District software tools and information technology, performs administrative duties as needed, including assisting with accounts payable, the preparation of the Board of Director packets, correspondence, prepares files and acts as custodian of records, maintains District web site and performs related work as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direct or general supervision from the Administrative Supervisor or Finance Director. Customer Service Clerk I exercises no direct supervision. Customer Service Clerk II may exercise technical supervision over lower level staff. Customer Service Clerk III has responsibility to regularly lead in utility billing and administrative duties and exercises technical and functional supervision over Clerks I and II.

CLASS CHARACTERISTICS

Customer Service Clerk I This is the entry-level class in the Customer Service Clerk series. This class is distinguished from the Customer Service Clerk II by the performance of the more routine tasks and duties assigned to positions within the series including mail, bank deposit, filing, customer service account maintenance, receptionist duties, monitor supplies and order when needed, stock supplies, Board Room and Kitchen set up and maintenance, and Board packet preparation.

Customer Service Clerk II Employee(s) within this class are distinguished from the Customer Service Clerk I by the performance of the full range of duties assigned including utility billing preparation, and all related billing functions including customer account maintenance, processing of adjustments, door hangers, shut offs, process service orders, resolve customer concerns regarding their accounts, and prepare monthly billing related reports.

Customer Service Clerk III Employee(s) within this class are distinguished from the Customer Service Clerk I & II levels by possessing the skills needed to perform the most complex duties assigned and is/are cross-trained to perform the full range of duties in the series. Incumbent(s) perform complex, specialized duties related to metering and asset management of District facilities related to administrative services, exercising a high level of independent judgment and initiative. Incumbent(s) shall be responsible for overseeing and maintaining customer service software programs and their integration with other District software applications. Additionally, incumbent will gain proficiency in processing accounts payable and payroll preparation in the absence of the

POSITION:	**Customer Service Clerk I/II/III**
FLSA STATUS:	**Non-Exempt - Full Time (40 hour week)**
REPORTS TO:	**Administrative Supervisor and/or Finance Director**

Administrative Supervisor and/or Finance Director. Employee(s) at this level is/are expected to work independently in performing the full range of duties outlined above with limited supervision.

Advancement/promotion to higher class is only possible if a position becomes available and employee satisfactorily performs duties in current class and meets qualifications of the class for which they are applying.

2. ESSENTIAL DUTIES AND RESPONSIBILITIES

   a) Provide exemplary customer service to all individuals by demonstrating a willingness to be attentive, understanding and responsive, fair, courteous and respectful, and actively participate in maintaining a positive customer service environment at the counter and over the telephone.
   b) Be a team player in the organization.
   c) Prepare bank deposits and balance cash drawer daily
   d) Process standard reports to balance payments and other monies received, determine delinquencies, ensure customer name, address and other identifying information and other data related to the customer accounting process is correct and up to date.
   e) Process manual and automatic meter readings; runs billings on a monthly basis, prepares billings/late notices/discontinuance notices for mailing based on established deadlines.
   f) Receive and process payments; takes applications for new service; takes information and arranges for discontinuance or transfer of existing services; arranges for return of refunds/deposits; prepares payment extension agreements and leak adjustments for customers, prepares liens, and maintain records regarding payment status.
   g) Answer questions and receives complaints regarding water usage and/or quality telephonically and in person; generates service orders, if necessary, and follows up to ensure customer concerns have been addressed.
   h) Work cooperatively, and maintain effective working relationships with coworkers and provide back up support during staff absences to ensure all work is completed in a timely manner and office has adequate staff coverage.
   i) Process manual and automatic meter readings; runs billings on a monthly basis, prepare billings/late notices/discontinuance notices for mailing based on established deadlines.
   j) Prepare customer adjustments and supporting documentation for approval by the Administrative Supervisor or Finance Director.
   k) Prepare and reconciles ACH files and other electronic payments.
   l) Understand District Ordinances and policies and is be able to articulate them to the public in a clear and concise manner.

m) Prepare and update daily, monthly and yearly reports including accounts receivable aging, consumption data, connection reports, discontinuance reports and other reports as required.
n) Implement water and wastewater rate increases and other fee increases.
o) Coordinate with the Engineering Department regarding meter installations, water/sewer inspections and other matters that directly affect customer utility billing.
p) Maintain all automated and hard copy customer account information in a current status.
q) Prepare a variety of correspondence, including, word processed or typed forms, memos, emails, procedures and other written materials.
r) Maintain and updates training guides for cashiering, utility billing, and procedure guidelines and checklists to ensure standardization and consistency.
s) Create, maintain, and utilize work order software and Automated Meter Reading software to coordinate tasks with Customer Service Specialist.
t) Maintain District website
u) Assist with coding and entering invoices into Accounts Payable module.
v) Perform a variety of general office support duties, as assigned
w) Other organizational support duties, as assigned.
x) May drive a motor vehicle to perform District duties.

3. QUALIFICATIONS

This position requires knowledge and proficiency in the following:

Customer Service Clerk I,

a) Office procedures, methods and computer applications (Microsoft Outlook, Word and Excel).
b) Standard office practices and procedures, including filing and the use of standard office equipment.
c) Basic arithmetic. Basic accounting methods desirable.
d) Correct business English, including spelling, grammar and punctuation.
e) Ability to operate adding and calculating machines.

Customer Service Clerk II, in addition to the above:

a) Office procedures, methods and computer applications (Microsoft Outlook, Word, Excel and PowerPoint).
b) Arithmetic, bookkeeping principles, and accounting programs.
c) Ability to understand the utility billing process in its entirety and complete these tasks in a timely manner
d) Understand and process standard reports, tabulate data and summarize such information and preparation of periodic reports.
e) Understand District Ordinances and policies and is able to articulate them to the public in a clear and concise manner.

POSITION:	**Customer Service Clerk I/II/III**
FLSA STATUS:	**Non-Exempt - Full Time (40 hour week)**
REPORTS TO:	**Administrative Supervisor and/or Finance Director**

Customer Service Clerk III, in addition to the above:

a) Technical skills in computer software applications, including the ability to oversee automated meter reading software and its integration with utility billing software.
b) Ability to oversee and support information technology and coordinate with vendors to assure proper functionality and alignment with NCSD policies and procedures.
c) Ability to oversee NCSD website and assures functionality and alignment with NCSD policies and procedures.
d) Knowledge in coding and processing Accounts Payable.
e) Ability to perform project research and report preparation with minimal direction.
f) Knowledge and ability to manage records retention and destruction.
g) Knowledge of principles and practices of effective team building.

4. ESSENTIAL ABILITIES

a) Performing standard office support work under minimum supervision.
b) Performing customer accounting and billing system activities and performing customer accounting and record keeping with speed and accuracy.
c) Receiving and accounting for payments and other money accurately.
d) Filing with speed and accuracy.
e) Applying and explaining policies and procedures related to customer billing and customer service activities.
f) Working effectively and cooperatively with a wide variety of customers and other individuals in person and over the telephone.
g) Typing or word processing at a net rate of 40 words per minutes from standard copy.
h) Using tact, discretion, and prudence in dealing with those contacted in the course of the work.
i) Applying and explaining policies and procedures.
j) Exercising sound independent judgment within established policy and procedural guidelines.
k) Maintaining confidentiality of information where necessary.
l) Ability to cope and maintain calm demeanor in a potentially stressful working environment.
m) Establishing and maintaining effective working relationships with those contacted in the course of the work, including Board members, management team, co-workers, and members of the public.

5. PHYSICAL REQUIREMENTS

a) Ability to read printed materials and a computer screen.
b) Ability to type on a keyboard and use a mouse for extended periods of time.

c) Ability to use computer software to access, record and convey information in required format.
d) Ability to interact in person and on the telephone, relaying information verbally.
e) Ability to communicate clearly, concisely and effectively, both orally and in writing.
f) Ability to maintain, regular, predictable, punctual attendance.
g) Mobility to work in a standard office environment and use standard office equipment.
h) Ability to grasp, lift and move files, binders, boxes and other collections of documents (which can total up to 40 pounds).

6. EDUCATION AND EXPERIENCE

Customer Service Clerk I

Equivalent to graduation from high school or equivalent and two years of secretarial and/or general office experience and two years of increasingly responsible clerical accounting work.

Customer Service Clerk II

Associates Degree or equivalent college credits from an accredited college and three years of performing customer accounting or billing activities, preferable in a utility or similar setting.

Customer Service Clerk III

Associates Degree or equivalent college credits from an accredited college and five years of performing customer accounting or billing activities, preferably in a utility or similar setting and two years as a bookkeeper or equivalent position.

7. LICENSES
   a) Possession of a Valid California Class C driver's license and a satisfactory driving record is desirable,
   b) Notary Public required, to be obtained prior to end of the Introductory Period.
   c) Must be bondable by District's fidelity bond insurer.

JOB DESCRIPION

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REPORTS TO:	**Administrative Supervisor and/or Finance Director**

ACKNOWLEDGEMENT:

By signing below, I acknowledge all of the following:

I have reviewed the above Job Description, and I understand it to be accurate and complete. I understand that management and/or the Board retains the right to assign me other tasks as necessary. I also understand that district management has the right to change this Job Description and my assigned job duties at any time.

If, at any time, I am unable to perform any of the assigned job duties or need any accommodation for medical reasons, I will alert the General Manager or his/her designee and will participate in an interactive process regarding possible workplace accommodations.

I understand that I am a non-exempt employee and that I can be required to work in excess of my normally assigned working hours, including being required to report to duty in cases of disaster response.

_____
Employee's Name (print)

_____ _____
Employee's Name (signature) Date