



4699 HOLLISTER AVENUE

GOLETA, CALIFORNIA 93110-1999

PHONE 805-964-6761

August 2026

RE: Customer Service Representative Recruitment (**Salary Range \$ 68,599 - \$79,412 annually, plus benefits**)

Dear Applicant:

Thank you for your interest in employment at the Goleta Water District, an equal opportunity employer. We currently have a need for a full time Customer Service Representative. Under immediate supervision, this entry-level clerical class assists in the payment and processing of customer water bills and clerical tasks related to water service. Performs other work-related duties as required. Incumbents are assigned receipt and recording of water bill payments and deposits for new accounts to familiarize them with various aspects of the overall customer service function. Performs other work-related duties as required.

- Receives, sorts and processes customer water bill payments and deposits for new accounts using computerized database; scans payments; prints and issues receipts.
- Responds to routine questions concerning payments; researches information concerning customer inquiries related to water use, billings, payments and water leaks; may calculate water leak adjustments.
- Answers and routes telephone calls; takes messages; and provides needed information and assistance to the public over the telephone and at the public counter in compliance with District procedures and policies.
- Sorts and files closed service orders; maintains lock-off list and automatic payment file and related records.
- Calls customer to notify of returned checks and past due balances.
- Must be proficient with Microsoft Word and Excel.
- Manages and maintains multiple customer portals and customer information systems.
- Collaborates with other departments.

QUALIFICATIONS

- High school diploma or GED (General Equivalency Diploma)
- One (1) year of experience in performing clerical duties including assisting the public, switchboard operation, handling money and making accurate change, computerized record-keeping and data input.
- Valid California Driver's License, and possession and proof of a good driving record as evidenced by freedom from multiple or serious traffic violations for at least two (2) years' duration

To apply for the Customer Service Representative, please submit current resume, employment application and supplement questionnaire to: hr@goletawater.com. It is important that your application reflect all relevant education and experience. **This position is open until filled.**

Sincerely,

Human Resources

Enclosures: Job Description, Employment Application & Supplemental Questions

GOLETA WATER DISTRICT

Class Title:	Customer Service Representative I
Department:	Administration
FLSA Status:	Non-Exempt
Supervised By:	Customer Service Supervisor
Supervises:	None

Class Summary

Under immediate supervision, this entry-level clerical class assists in the payment and processing of customer water bills and clerical tasks related to water service. Performs other work-related duties as required.

Incumbents are assigned receipt and recording of water bill payments and deposits for new accounts to familiarize them with various aspects of the overall customer service function. This level is distinguished from the experienced working level Customer Service Representative II class in that it requires closer supervision, more detailed direction, and frequent reviews of work completed.

Advancement to the Customer Service Representative II level is based upon supervisor recommendation and certification by the District that the employee meets the qualifications, employment standards and special requirements of the next level and is assigned and competently performs the full range of customer service duties.

Essential Duties and Responsibilities

1. Receives, sorts and processes customer water bill payments and deposits for new accounts using computerized database; scans payments; prints and issues receipts.
2. Responds to routine questions concerning payments; researches information concerning customer inquiries related to water use, billings, payments and water leaks; may calculate water leak adjustments.
3. Answers and routes telephone calls; takes messages; and provides needed information and assistance to the public over the telephone and at the public counter in compliance with District procedures and policies.
4. Sorts and files closed service orders; maintains lock-off list and automatic payment file and related records.
5. Calls customer to notify of returned checks and past due balances.
6. Must be proficient with Microsoft Word and Excel.
7. Manages and maintains multiple customer portals and customer information systems.
8. Collaborates with other departments.

Mental and Physical Requirements/Working Conditions

1. Operates office equipment including a computer and peripheral hardware and software, copier, fax, scanner, printer, date stamp, postage machine, and a calculator.
2. Sits at a desk or walks to a public counter or to use and access office equipment used in the performance of duties.
3. Must be able to carry, push, pull, reach and lift up to 25 lbs.; walking, some bending, reaching, stooping and squatting.
4. Works in a temperature-controlled office with limited exposure to odors and noises.
5. Regularly uses a telephone, email and Microsoft Teams for communication.
6. Hearing and vision are within normal ranges.
7. Occasionally drives a vehicle in conducting district business.
8. Communicates orally, in writing with district management, coworkers and the public.
9. Writes in a clear and legible manner.
10. Ability to multi-task and establish priorities.
11. High attention to detail/accuracy.
12. Demonstrates alertness and flexibility to changing demands.

Qualifications

Education and Skills Training:

1. High school diploma or GED (General Equivalency Diploma).

Experience:

1. One (1) year of experience in performing clerical duties including assisting the public, handling money and making accurate change.

Employment Standards

Demonstrated ability to:

1. Behave in a positive, harmonious, professional, and competent manner with the public, customers and district employees.
2. Effectively explain District functions, the content of District rules, Regulations, and Ordinances with customers, the public, and other organizations.
3. Carry out duties with a positive concern for the District, the public, customers and District employees, in a professional and courteous manner, exercising tact and diplomacy.

4. Establish, interact and maintain a positive and cooperative working relationships with others.
5. Maintain calm, courteous and professional demeanor in the face of a sometimes-vitriolic public and other individuals. Communicates in a clear, understandable fashion orally and in writing.
6. Understand and follow oral and written directions.
7. Complete assignments in a timely manner.
8. Learn, read, understand, explain, and apply job-related District rules, practices, and procedures.
9. Exercise initiative, take personal responsibility and follow through on assigned work.
10. Perform a variety of general office and clerical duties including answering telephones, making accurate change, operating modern office equipment such as a computer, calculator, copiers, faxes, printers, and scanners; calculate payments and make accurate change in a proficient and competent manner.
11. Adhere to workplace safety rules and regulations.
12. Safely operate a motorized vehicle.

Knowledge of:

1. Computerized record-keeping and data input.
2. Switchboard operation.
3. Modern office equipment related to the performance of duties including, but not limited to, radios, telephones, voicemail, computers, and peripheral equipment and software.
4. Filing systems, principles and techniques.
5. District rules, regulations and policies.

Special Requirements

Possession of an appropriate valid California Driver's License. Possession and proof of a good driving record as evidenced by freedom from multiple or serious traffic violations for at least two (2) years' duration.

Please return to:
Human Resource Office
4699 Hollister Avenue
Goleta, CA 93110-1999
(805) 964-6761



Position Applied For: _____

APPLICATION FOR EMPLOYMENT

An Equal Opportunity Employer

INSTRUCTIONS

Please read the job bulletin to determine if you meet the requirements for the position you applied for. Type or print ink. Answer all questions completely and accurately. Include any additional information pertaining to your qualifications for the position. False statements are cause for rejection of the application, removal of name from eligibility list or dismissal from position. All information is subject to verification, including conviction records and former employers.

CONDITIONS OF EMPLOYMENT

If hired, applicant: - must submit proof of U.S. Citizenship or legal right to remain and work in U.S.
- must submit proof of age
- must pass a physical examination which includes drug/alcohol testing
- is subject to a background check

NAME:

Last First Middle Initial

ADDRESS:

Number Street

City State Zip Code Email Address

PHONE: () Daytime () Evening

Are you willing to work:

Part-time Yes___ No___ Temporary (hourly) Yes___ No___
Nights Yes___ No___ Weekends & holidays Yes___ No___

EDUCATION AND TRAINING (Add additional sheets as necessary)

Circle highest grade completed:

6 7 8 9 10 11 12 13 14 15 16 MA Ph.D.

Name & location of last grade or high school attended:

Did you graduate?

Name & location of Trade or Vocational Schools/Colleges/Universities/Apprentice or Training Programs attended:	Number of Units Completed	Qtr. √	Sem. √	Major/Subjects	Degrees/Certificates

SPECIAL SKILLS

List other formal training programs, which may be related to the type of employment you are seeking:

Licenses and Certificates (State, Professional, Trade, etc.)

CERTIFICATE OF APPLICANT: I certify that all statements made in this application and attachments are true and complete to the best of my knowledge. I understand that any false statements or omissions of material facts will subject me to disqualification or dismissal.

SIGNATURE: _____ DATE: _____

NOTE: A RESUME WILL NOT SUBSTITUTE FOR THIS SECTION.

NAME:

EXPERIENCE

List all periods of employment and unemployment for the last 10 years, starting with the most recent and working back. Start with present employment, including employment with the District. Indicate any discharge or forced resignation. Please include volunteer, military or other special experience, which applies to the position you are seeking. (Add additional sheets as necessary.)

Dates of Employment: From: ____/____/____ MO/DAY/YR To: ____/____/____ MO/DAY/YR Hours Per Week: _____ Supervisor Name & Title: _____ Phone: _____ May we contact this employer? Yes ____ No ____	Employer Name: _____ Your Title: _____ Your Duties: _____ _____ _____ _____ _____ _____ Reason for Leaving: _____
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Dates of Employment: From: ____/____/____ MO/DAY/YR To: ____/____/____ MO/DAY/YR Hours Per Week: _____ Supervisor Name & Title: _____ Phone: _____ May we contact this employer? Yes ____ No ____	Employer Name: _____ Your Title: _____ Your Duties: _____ _____ _____ _____ _____ _____ Reason for Leaving: _____
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Dates of Employment: From: ____/____/____ MO/DAY/YR To: ____/____/____ MO/DAY/YR Hours Per Week: _____ Supervisor Name & Title: _____ Phone: _____ May we contact this employer? Yes ____ No ____	Employer Name: _____ Your Title: _____ Your Duties: _____ _____ _____ _____ _____ _____ Reason for Leaving: _____
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Do you need special accommodations in the selection process? Yes ____ No ____

If yes, please describe: _____

Are you related by blood or marriage to any current district employees? Yes ____ No ____

If yes, individual: _____

Name	Relationship
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Have you ever been employed by the District? Yes ____ No ____

If yes, give dates and positions held: _____

Where did you learn of this opening?

Friends _____ District Recruitment Brochure _____ Advertisement (which publication) _____

NOTICE TO APPLICANTS: All appointments shall be subject to a minimum 12-month probationary period. The probationer may be released at any time during this period without cause or appeal.



SUPPLEMENTAL QUESTIONNAIRE

Customer Service Representative I

Print Name: _____

Date: _____

This supplemental questionnaire will assist in evaluating you as a candidate and will provide information regarding various aspects of your background and experience that are related to this position. For the following questions, please limit your answer to any question to no more than one typewritten page.

1. Describe the experience, education, training, and skills you possess that qualify you for the position. Please highlight any experience you have with the following:
 - ☐ Working with customers face-to-face and on the telephone
 - ☐ Handling cash and determining correct change
 - ☐ Validating the accuracy of the information that you input
2. Please describe your experience working with computers. Include the things you currently do using a computer, the software you use and how proficient you are.
3. Explain how you would diffuse a customer who is unhappy about a large water bill caused by a leaky service line at the Customer's residence.
4. Tell us if you have any unique qualifications or experience that would make you particularly valuable in this customer service position.

Submit your responses with your completed application either by email to hr@goletawater.com