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**SUN VALLEY GENERAL IMPROVEMENT DISTRICT** is currently accepting applications for a Customer Service Representative 1. This is a Part-Time position working at the front counter assisting customers both in person and over the phone with account inquiries, payments and other routine transactions and handles all telephone reception for the District office. Hours are Monday through Friday, 11:00 a.m. to 3:00 p.m., plus additional hours between 8:00 a.m. and 5:00 p.m. as needed.

Must have a minimum of 1-year previous cashiering, telephone, reception and customer service experience. Bilingual Spanish/English a plus. Must be available to work flexible hours. Hourly wage depends on experience.

This is a regular part time position with a 6-month introductory period and offers benefits such as sick, vacation and holiday pay. SVGID is an Equal Opportunity Employer and participates in Nevada PERS.

Application and job description may be obtained at [www.svgid.com/employment](http://www.svgid.com/employment) or at the District office, 5000 Sun Valley Blvd., Sun Valley, NV 89433 between 8 a.m. and 5 p.m. Monday through Friday. Resumes are welcomed, but do not take the place of Sun Valley General Improvement District's Employment Application. To be considered for this position, you **MUST** submit a completed application by 5:00 p.m. on Thursday, October 29, 2020.

## JOB DESCRIPTIONS ADMINISTRATION

### Customer Service Representative I – Part Time/Intermittent

**Department:** Administration  
**FLSA Status:** Non-Exempt  
**Classification:** Not Safety Sensitive  
**Accountable To:** Customer Service Supervisor  
**Evaluated by:** Customer Service Supervisor  
**Created:** June 2008  
**Last Revised:** October 13, 2015

**DEFINITION:** Under the general direction of the General Manager and the daily direction of the Customer Service Supervisor, provides courteous and efficient customer assistance and related activities.

**DISTINGUISHING CHARACTERISTICS:** Incumbents perform the most routine office duties while learning operational policies and procedures. The Customer Service Representative I – Part Time/Intermittent performs the most routine office duties with constant supervision and oversight.

**ESSENTIAL FUNCTIONS:** *(Performance of these functions is the reason the job exists. Assigned job tasks/duties are not limited to essential functions).*

1. Provide courteous and efficient customer assistance both in person and on the phone
2. Answer phones and route calls accordingly
3. Assist customers with routine payment, account and service transactions and inquiries
4. Sort, process and distribute incoming mail/faxes/correspondence, as necessary
5. Maintain accurate filing of customer service applications and other change forms
6. Perform various data entry and typing assignments
7. Accept landowner forms (standby agreements, signature on file, signature required, authorization to sign up for service and agreement to waive deposit forms) for processing
8. Maintain stock of appropriate forms, supplies, equipment, etc. for customer service area
9. Assist in updating information to appropriate files for all sewer and water connections
10. Assist other staff as needed and directed

11. Create service orders for leak tests, non-payment reinstalls, and emergency/non-emergency water and sewer calls, as needed

## **QUALIFICATIONS FOR EMPLOYMENT:**

### ***Knowledge and Abilities:***

#### *Knowledge of*

- Occupational hazards and standard safety practices
- Basic mathematical calculations
- Federal, state and local laws, codes and regulations
- Data base, spreadsheet and word processing software – preferably Microsoft Office applications used by the District
- Competent level of typing, 10-key by touch, filing and other clerical abilities necessary to perform the above job tasks
- Basic elements of English usage, grammar, spelling, and punctuation
- Operation of basic office equipment such as fax machines, copiers, and personal computers
- Principles of providing customer service to the public and to internal customers
- Telephone and general reception procedures

#### *Ability to*

- Work under minimal supervision
- Multi-task, work with constant interruption in a fast-paced environment, and be able to handle repetitive tasks in an efficient manner
- Complete training in the operation of the District's computer and software system
- Communicate effectively with staff and customers, both orally and in writing
- Read and write English at a level necessary to perform essential functions
- Understand and follow oral and written instructions
- Accurately type at a rate sufficient to perform assigned duties
- Perform a broad range of clerical tasks following guidelines and instructions with accuracy and speed
- Perform basic arithmetic calculations using a calculator
- Learn and apply general office procedures and policies
- Maintain accurate files and records
- Provide quality customer service including the ability to respond to the public and others in a courteous and respectful manner
- Provide factual information in person and over the phone consistent with the organization's policies, procedures, and guidelines

**Required Certifications and Licenses:** N/A

**Experience and Training:** *(Any combination of training, education, and experience that would provide the required knowledge and abilities. A typical way to gain the required knowledge and ability is):*

Possession of a high school diploma or equivalent and one year of experience in cashiering, telephone reception and customer service. Experience in office equipment, i.e. computers, faxes, and 10-key preferred.

**Physical and Mental Requirements:** *(The physical and mental requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of the job.)*

Strength, dexterity, coordination, and vision to use keyboard and video display terminal for prolonged periods. Strength and stamina to bend, stoop, sit, walk, and stand for long periods of time primarily at counter. Dexterity and coordination to handle files and single pieces of paper; occasional lifting of files, stacks of paper or reports, references, and other materials. Some reaching for items above and below desk level. Some reaching, bending, squatting, and stooping to access files and records is necessary. The ability to communicate via telephone. Light lifting and moving up to 25 pounds is required.

In compliance with applicable disability laws, reasonable accommodations may be provided for qualified individuals with a disability who require and request such accommodations. Incumbents and individuals who have been offered employment are encouraged to discuss potential accommodations with the employer.

**Working Conditions:**

Position functions indoors in an office type environment where most work is performed at the customer service counter or desk. Position may require occasional travel by car to carry out deliveries or pick up material. Working environment is generally clean with limited exposure to conditions such as dust, fumes, noise, or odors. Frequent interruptions to planned work activities occur, high level of customer interaction in fast paced office environment.

I have read and understand this explanation and job description.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_