



Application Packet
Position: Account Clerk I
(Full-time)

Starting Wage: \$19.69-\$23.93/hour, plus an excellent benefit package

Position open until filled

First Review of Applications: February 2, 2019

Application packets are available at the District office, or may be printed out from the District website (www.sweetwatersprings.com)

The Sweetwater Springs Water District is pleased to accept applications for a full-time Account Clerk I at our District office, located at 17081 Hwy. 116, Ste. B, Guerneville. A job description is attached. In addition to wages, the District offers a competitive benefit package that includes:

- ✓ Vacation and sick accrual
 - ✓ 10 paid holidays and an additional 16 floating holiday hours per year
 - ✓ CalPERS Retirement plan
 - ✓ Generous District contribution to a choice of healthcare plans offered thru CalPERS
 - ✓ Full dental and vision insurance
 - ✓ Access to an IRS 457 Plan
- Completed applications will include:
 - Completed employment application form
 - Cover letter and resume with references
 - In addition, to be considered applicants must possess a valid California Driver's License and a vehicle to use during the work day.
 - All applications will be reviewed. Based on the information provided, the most qualified applicants will be invited for an oral interview, a typing test and a 10-key test. Employment offers are normally made following reference and background checks and are always contingent upon successful completion of a pre-employment physical examination, which includes drug testing.
 - Direct inquiries to Administrative Manager at (707) 869-4000. Mail, drop off, fax or scan/email completed applications to:

Sweetwater Springs Water District
PO Box 48
Guerneville
FAX (707) 869-4005 TEL: (707) 869-4000
E-MAIL sws@monitor.net
DROP OFF: 17081 Hwy. 116, Ste. B, Guerneville

Sweetwater Springs Water District

Account Clerk/Receptionist I

Definition:

Under general supervision of the Administrative Manager, maintains District billing system computerized customer database, including but not limited to: Opening and closing accounts, entering meter reads and maintaining meter reading books, logging and reconciling customer payments, generating and entering field tags, maintaining customer accounts, generating customer correspondence, preparing bills, handling delinquent accounts. This position also handles front counter and telephone contacts; and performs related tasks as required.

Distinguishing Characteristics:

The I-level classification performs entry-level work on the utility billing system and related office functions under close supervision. (There is a II-level classification -- the full journey-level position -- which encompasses the ability to handle advanced tasks using the computer billing database under general supervision.)

Duties and Responsibilities:

- Maintain District customer database as described in the "Description" section above
- Performs customer service and receptionist duties, including answering and routing telephone calls and walk-ins
- Generates tags for the field and provides information to Field Personnel in person and on the radio
- Processes customer payments, including cash, checks, credit card and online. Batches and reconciles payments, and posts to customer billing accounts
- Prepares daily deposit slips and makes bank deposit
- Stuffs and mails monthly bills, and other customer mailings
- Prepares delinquency notices and initiates shut-off procedures
- Establishes payment arrangements and makes follow-up phone calls to resolve customer account issues
- Processes delinquent accounts and issues collection letters, forwards information to collection agency, and advises Supervisor of status of collection accounts
- Picks up mail from the Post Office and posts Agendas using personal vehicle
- Contacts customers when there is a leak or high usage. Dispatches District personnel for follow-up
- Provides assistance to and limited backup for the Administrative Manager as needed
- Performs other tasks as assigned

Knowledge and Abilities:

Knowledge of:

- Basic office practices and procedures
- Microsoft Office programs (Word, Excel)
- Basic mathematics, with financial recordkeeping experience highly desirable

Ability to:

- Perform mathematical calculations (addition, subtraction, percentages, etc.)
- Carefully and accurately proofread numbers and lists and reconcile reports and statements
- Prioritize projects and work under deadlines
- Write legibly and compose correspondence
- Type at least 40 wpm and use a 10-key machine
- Bend and lift at least 25 pounds
- Work independently
- Work under supervision and follow oral and written instructions
- Establish and maintain friendly working relationships with fellow employees, field crew and public
- Learn and understand District's utility billing system program
- Drive an automobile safely

Required Qualifications:

Experience:

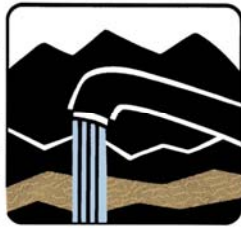
Two years general clerical, customer service, bookkeeping and/or financial record keeping experience in a computer-automated work environment

Education:

High school graduate or GED equivalent; some college-level or equivalent education in bookkeeping accounting courses preferred.

Special Licenses/Certification/Skills:

Valid California Class "C" drivers license, operation of 10-key calculator; type at 40 wpm or faster on computer keyboard, familiarity with Microsoft Office.



Employment Application Account Clerk I

1. NAME _____
LAST FIRST MIDDLE

2. ADDRESS _____
NUMBER STREET APT. NO.

CITY STATE ZIP

3. PHONE/EMAIL _____
HOME WORK CELL EMAIL

4. SSN: _____

5. Are you a United States citizen, or an alien authorized to work in the United States?
 YES NO

7. Have you ever been convicted of any violation of the law? (Excludes traffic violations under \$75.00. A conviction is not necessarily a bar to employment. Each case will be given individual consideration. Failure to disclose convictions will be considered fraud in securing appointment and will be grounds for termination. Please list offense (s) and date (s) convicted:

6. List any previous names under which you have worked, gone to school or served in the Armed Forces.

EDUCATION & TRAINING

8. Do you have a high school diploma, GED, or California High School Proficiency Certificate? YES NO

9. NAMES OF COLLEGES / UNIVERSITIES ATTENDED	DATES ATTENDED	COURSE OF STUDY/MAJOR	DEGREE AWARDED		UNITS COMPLETED		TYPE OF DEGREE	DATE COMPLETED
			YES	NO	Semester	Quarter		
10. OTHER RELEVANT COURSES AND TRAINING	NAME & LOCATION OF INSTITUTION					LENGTH OF COURSE		DATE COMPLETED
11. PROFESSIONAL LICENSE OR CERTIFICATE, IF REQUIRED			SERIAL NO.		DATE ISSUED		EXPIRATION DATE.	
12. Driver's License Number & State -		Class	13. Skills, if required for this position:			10-key experience?		
			Typing	Speed	WPM	YES <input type="checkbox"/> NO <input type="checkbox"/>		
14. List any Foreign Language In which you are fluent:			15. OTHER SKILLS :					

16. EMPLOYMENT HISTORY: List your work record for the last 10 years. Begin with your most recent experience. Include Self-employment and U.S. Military service. Describe the work you did as completely as possible. List each promotion separately. Explain any gaps between employment periods. If more space is needed, use a separate sheet prepared in the same form and attach securely..

TO: MO / YR MO / YR	EMPLOYER (BUSINESS OR AGENCY NAME)	TITLE OF PRESENT POSITION	NO. EMPLOYEES SUPERVISED BY YOU:
HOURS PER WK.	ADDRESS CITY STATE	NAME OR SUPERVISOR	SUPERVISOR'S PHONE NO.
SALARY: \$	DUTIES:		
REASON FOR LEAVING:			
TO: MO / YR MO / YR	EMPLOYER (BUSINESS OR AGENCY NAME)	TITLE OF PRESENT POSITION	NO. EMPLOYEES SUPERVISED BY YOU:
HOURS PER WK.	ADDRESS CITY STATE	NAME OR SUPERVISOR	SUPERVISOR'S PHONE NO.
SALARY: \$	DUTIES:		
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HOURS PER WK.	ADDRESS CITY STATE	NAME OR SUPERVISOR	SUPERVISOR'S PHONE NO.
SALARY: \$	DUTIES:		
REASON FOR LEAVING:			

17. Were you ever discharged or forced to resign from any position? YES NO If Yes, please explain:

18. Inquiry may be made of your former employers or the last school you attended YES NO
Regarding your performance record. May we contact your present employer?

Persons employed must pass a complete medical examination, execute a loyalty oath as required by law, and be fingerprinted.

It is the policy of the Sweetwater Springs Water District to hire only U.S. citizens and aliens authorized to work in the United States. Documentation of eligibility to work in the U.S. will be required as a condition of employment.

19. CERTIFICATE OF APPLICANT:

I certify that all statements made in this application are true, and I agree and understand that misstatements or omissions of material facts may forfeit my rights to any employment in the service of the Sweetwater Springs Water District.

X _____ DATE _____
SIGNATURE