



## Westlands Water District

3130 N. Fresno Street, P.O. Box 6056, Fresno, California 93703-6056, (559) 224-1523, FAX (559) 241-6277

### **CUSTOMER SERVICE REPRESENTATIVE** **Applications Accepted November 9 through November 23, 2009**

**Monthly Salary Range: \$3,092 - \$3,759**

**Westlands Water District** is one of the most fertile, productive and diversified farming regions in the nation. The District contracts for and delivers agricultural water to over 600 farmers on the west side of the San Joaquin Valley through 1,034 miles of underground pipe and 3,500 metered delivery outlets. If you enjoy a challenging and dynamic working environment, you are encouraged to consider the possibility of employment with the largest agricultural water district in the nation.

*It is the mission of Westlands Water District to provide a timely, reliable and affordable water supply to its landowners and water users, and to provide drainage service to those lands that need it. To this end, Westlands is committed to the preservation of its federal contract, which includes water and drainage service, and to the acquisition of additional water necessary to meet the needs of its landowners.*

The **Customer Service Representative** is responsible for establishing and maintaining profitable relationships with customers on behalf of the District by taking accountability and responsibility for each customer account by ensuring that all customer requirements are completely met.

#### MINIMUM QUALIFICATIONS

**Education:** Completion of one year of college (30 semester units), including course work in business administration, accounting, agriculture, or a related field.

**Experience:** Three years of experience in a technical position performing customer service, accounting work, or related work in an agricultural water district, or any combination thereof.

(Additional qualifying experience may be substituted for the education on a year-for-year basis.)

*The primary duties of this position include, but are not limited to:*

- Processes customer orders and effectively presents and discusses the District accounts.
- Communicates effectively with the Department and the Operations teams, informing and updating them regularly to guarantee that the customer objectives are met.
- Receives, approves, and processes daily water orders, annual applications for water allocations, and reclamation law forms.
- Manages telephone calls courteously, professionally and efficiently.
- Attends to customer complaints and concerns immediately to facilitate a satisfactory resolution.
- Receives, assembles, adjusts, and processes data for use in the preparation of monthly invoicing.
- Tracks water usage and allocations for each water user.
- Receives and processes pumped groundwater information, determines amounts to be allocated, and reports the delivery of pumped groundwater to Federal and State agencies.
- Prepares and uses maps, reports, water use records and work papers for District/outside use.
- Gathers data for a variety of financial reports requiring the application of accounting principles and the District's Rules and Regulations.
- Acts as the primary contact and resolves problems for water users, landowners, District personnel, and various outside agency personnel for issues relating to policies, rules, procedures, and legal requirements relating to areas of responsibility.
- Performs accounts receivable and cash receipt tasks; and ages accounts receivable and assists with the collection of delinquent accounts.

- Organizes and completes projects involving general ledger and water supply account reconciliations.
- Makes decisions regarding curtailment or termination of water service due to system constraints or violations of District regulations; coordinates water deliveries by users to provide for maximum use and efficiency of the distribution system; and coordinates shutdown of individual water deliveries and laterals for maintenance and emergency purposes.
- Assists with the analysis and development or modification of manual and/or automated customer accounting systems.

### **DISTRICT BENEFITS**

- \* Retirement Plan: California Public Employees Retirement System (CalPERS) – 2% at 55 years.\*
- \* Health Benefits: Offered through CalPERS – six (6) medical benefit plans to choose from.
- \* Dental Insurance: The District contributes 100% of the premium for the employee and the employee's eligible family members.
- \* Vision Insurance: The District contributes 100% of the premium for the employee; the District and employee share the premium for the employee's eligible family members.
- \* Life Insurance: The District contributes 100% of the premium for life insurance and AD&D in the amount of one (1) times the employee's annual salary.
- \* Holidays: Eleven (11) paid holidays per year.
- \* Separate Annual Leave and Medical Leave accounts.
- \* Disability Insurance: The District covers 100% of the premium for the employee.\*
- \* Employee Assistance Program

Optional District Benefits include:

- \* Additional Life Insurance
- \* Section 125, Flexible Spending Plan
- \* Eligibility to join the District's two sponsored credit unions—Golden One or State Center Credit Union

\*Note: The District does not participate in Social Security or State Disability Insurance.

### **SELECTION PROCESS**

**Required Application Materials**: Westlands Water District Employment Application **and** Supplemental Application available on line at [www.westlandswater.org](http://www.westlandswater.org). ***Resumes may be included; however, will not be accepted in lieu of required application materials.***

**How to Apply**: By mail or in person (office hours Monday through Friday, 8 a.m. to 5 p.m.) at:

Westlands Water District  
3130 N. Fresno St.  
Fresno, CA 93703

***Emailed and faxed application materials will not be accepted.***

**Questions?** Contact (559) 241-6206

Applicants meeting the minimum qualifications and filing requirements will be scheduled for a written examination followed by a panel interview. Successful candidates will be placed on an eligibility list. The District conducts verification of a candidate's employment history, education and training and other information contained in the Employment Application and other materials submitted by a candidate in an application packet and verification of any license requirements.

### **Conditional Offer of Employment**

An offer of employment will be conditioned upon legal ability to work in the United States, and passing a medical examination, which will include a drug screening and verification of license requirements.

*Should you feel you need special accommodations for the examination or interview due to a qualifying disability, please contact the Human Resources Department at (559) 241-6206 immediately.*

**CUSTOMER SERVICE REPRESENTATIVE**

Name \_\_\_\_\_

This Supplemental Application gives you the opportunity to provide the District with specific, detailed information about your experience and skills. Meeting the minimum qualifications for this position does not guarantee that you will be selected for further consideration. Only those individuals found to be most qualified will be invited to participate in the oral interview. Therefore, it is to your advantage to complete this portion of the application thoroughly and accurately.

**INSTRUCTIONS:**

Completion of the Supplemental Application is required by the final filing date. **Applicants who do not submit a completed Supplemental Application may be eliminated from the selection process.**

Submit your answers to the questions on the following page on 8½" x 11" white paper. Type or write legibly. Limit your responses to no more than one page per question. Attach your answers to this completed cover sheet.

For each question, identify the employer(s) with whom you obtained your experience, and supply the name and telephone number of a supervisor or manager who can verify your experience.

A resume may be submitted with your application materials, but will not be accepted in place of the Employment Application and this Supplemental Application.

**Omitted information cannot be considered or assumed.**

I hereby certify that the information provided in this Supplemental Application is true and correct to the best of my knowledge. I understand that any misrepresentation or falsification of information may result in my failure to receive an offer of employment, or if I am hired, may result in discharge from employment. I agree that any of the statements I have made herein may be verified by Westlands Water District.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date Signed

1. Describe your experience receiving and processing orders for goods or services.
2. Describe your experience performing accounts receivable collections.
3. Describe your experience processing cash receipts.
4. Describe your experience maintaining accounting records and in journal entry preparation.
5. Describe your experience in the curtailment or termination of service to a customer.
6. Describe your experience organizing and completing projects and/or reports involving reconciliation of general ledger accounts with source data.
7. What has been your experience in reading and interpreting land descriptions and land parcel maps?
8. What is your experience in interpreting rules, regulations, policies, procedures and/or various laws?
9. Identify the computer software you are proficient in using.
10. This position requires course work in business administration, accounting, agriculture, or a related field. Please list the course titles, units, and the college or university where you completed such course work, and any other courses you believe are applicable.

# EMPLOYMENT APPLICATION



**Westlands Water District**  
An Equal Opportunity/Affirmative Action Employer

**3130 N. Fresno Street, P. O. Box 6056, Fresno, CA 93703**  
**Telephone (559) 241-6206 FAX (559) 241-6286**

Human Resources Use Only		
Date Received:		
Ed. <input type="checkbox"/>	Exp. <input type="checkbox"/>	Lic. or
Eqv. <input type="checkbox"/>	Eqv. <input type="checkbox"/>	Cert <input type="checkbox"/>
MQ's: <input type="checkbox"/> Yes <input type="checkbox"/> No		By:
Comments:		

Please type or print in ink all required information. Incomplete, illegible or unsigned applications may be eliminated from consideration.

**Position** Applying for: \_\_\_\_\_

Name: \_\_\_\_\_  
Last First Middle

Mailing Address: \_\_\_\_\_ Home Phone: \_\_\_\_\_  
Number and Street Apt. No.  
City State Zip

Work /Message Phone: \_\_\_\_\_

## GENERAL INFORMATION:

<p>Would you accept temporary employment? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Are you now or have you ever been employed by the District? If yes, list date(s) and position(s). <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Are you related by blood or marriage to any person(s) presently employed by the District? If yes, list name(s) and relationship(s). <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Have you ever been discharged from employment or been forced to resign? If yes, give details. Attach a separate sheet if necessary. <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>Yes <input type="checkbox"/></p> <p>Yes <input type="checkbox"/></p> <p>Yes <input type="checkbox"/></p> <p>Yes <input type="checkbox"/></p>	<p>Having read the job announcement which lists examples of job duties for the position, are you able to perform these duties with or without accommodation? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If hired, can you provide proof of the legal right to work in the United States? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If hired, can you provide proof of possession of a valid California Drivers License? If yes, give license number. <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Have you ever worked, attended school, or been known by another name? If yes, list name(s) and date(s) used. <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Have you ever been convicted of a felony? If yes, list offense, date, location and penalty. A conviction is not an automatic bar to employment. <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>No <input type="checkbox"/></p> <p>No <input type="checkbox"/></p> <p>No <input type="checkbox"/></p> <p>No <input type="checkbox"/></p> <p>No <input type="checkbox"/></p>
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## EDUCATION AND TRAINING:

	School Name and Address	Major	Units Completed	Degree/ Graduate
High School				
College				
Other (specify)				

License \* Certificate \* Registration \_\_\_\_\_ Granting Agency \_\_\_\_\_ Date Granted \_\_\_\_\_ Expiration \_\_\_\_\_



# WESTLANDS WATER DISTRICT

## APPLICANT QUESTIONNAIRE

Name: \_\_\_\_\_ Position applying for: \_\_\_\_\_

The following information is requested to assist in implementing the District's Affirmative Action and Equal Employment Opportunity policy. Submission of this information is strictly voluntary and is not required to apply for the position.

### Please check one:

How did you learn of this job opening?

- Newspaper Ad \_\_\_\_\_  WWD Job Interest Card  WWD Employee  
Name of Publication
- Internet \_\_\_\_\_  Trade Publication \_\_\_\_\_  
Name of Site Name of Publication
- Other - please describe \_\_\_\_\_

### Please check one:

- Male  Female

### After reviewing the Notice of Job Opening for this position, please check one:

- I can perform the essential functions of the position **without** reasonable accommodations.
- I can perform the essential functions of the position **with** reasonable accommodations.

Please describe the type of assistance or accommodations needed: \_\_\_\_\_

\_\_\_\_\_

Please check the one category which best describes you:

- White** (not of Hispanic origin) – A person having origins in any of the original peoples of Europe, North Africa, or the Middle East.
- Black** (not of Hispanic origin) – All persons having origins in any of the Black racial groups of Africa.
- Hispanic** – All persons of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin, regardless of race.
- Asian or Pacific Islander** – All persons having origins in any of the original peoples of the Far East, Southeast Asia, the Indian Subcontinent, or the Pacific Islands. This area includes, for example, China, India, Japan, Korea, the Philippine Islands, and Samoa.
- American Indian or Alaskan Native** – All persons having origins in any of the original peoples of North America, and who maintain cultural identification through tribal affiliation or community recognition.

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