



CAMBRIA COMMUNITY SERVICES DISTRICT

POSITION SPECIFICATION

Position	Administrative Technician I – Front Desk
Organization	Cambria Community Services District
Location	Cambria, California
Reports to	Administrative Department Manager
Website	www.cambriacsd.org

ABOUT THE POSITION

Under direction of the Administrative Department Manager, handles a variety of duties which require a general understanding of the policies, procedures and services of the District. Performs work in the specialized software for the District's programs relating to water and wastewater service allocations. This is the lead person at the front desk and is often the initial contact between the CCSD and the public and duties shall be conducted in a prompt and courteous manner, which generates a positive reflection on the CCSD. Assists in permit processing, parcel management and wastewater service allocation and management of assigned projects.

This is a position within the Service Employees International Union (SEIU) employee group.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Assists with preparation of delinquency notices and initiates shut-off notices.
- Collection of delinquent accounts and issue collection letters, assigns to collection agency, and files liens on properties. Maintains the records related to water and wastewater service allocations and coordinates invoicing for excess use when appropriate.
- Responsible for and maintains the forms associated with the billing system.
- Coordinates meter readings, re-reads, entry and adjustments as needed for billing.
- Establishes new accounts, closes inactive accounts, process change of owner or tenant information, and returned payments for NSF.
- Act as cash drawer custodian, reconciling as necessary.
- Responsible for maintaining Veterans' Hall calendar, contracts, and records. Schedule activity at Veterans' Hall. Maintain Banners' records and schedule related activity.

- Perform duties at the front desk, respond to public traffic, electronic messages and answer all incoming telephone calls and faxes and distribute as necessary. Provide information about CCSD services, policies/procedures and programs. Identify customer concerns and facilitate solutions to service issues.
- Perform Accounts Receivable functions-processing Utility payments received in all forms, as related to walk-in payments.
- May assist with the administration functions associated with retrofit inspections to include scheduling inspections, coordinating with the Water Department and maintaining records including the conservation point bank. May assist with Voluntary Lot Mergers.
- Assists with connection permits.
- Assists with wait list invoice mailing process.
- Assists with address changes in CIS and Tyler.
- Process and distribute mail for the purpose of ensuring incoming/outgoing correspondence into the department is processed in a timely manner.
- Responds to inquiries regarding District requirements and policies and provides information on proper water use and effective conservation techniques.
- Ability to interact with the public and District Personnel and maintain cooperative working relationships.
- Daily post office and bank runs.
- All other duties as assigned.

EDUCATION AND EXPERIENCE REQUIRMENTS

Education/Training:

- High school diploma or equivalent. Additional specialized or college-level course work in secretarial science, office procedures, business administration, or a related field is desirable.

Experience and Requirements:

- One year of responsible clerical, secretarial, and office administrative support experience is desirable.
- Valid California Class C driver's license. Must maintain satisfactory DMV record and ability to maintain insurability.
- Ability to speak and write in Spanish preferred but not required.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.

Environment:

Work is performed primarily in a standard office setting with extensive public contact and frequent interruptions. The noise level in the work environment is quiet to moderate. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical:

Positions in this class typically require: Prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. The

position also requires grasping, repetitive hand movement and fine coordination in preparing statistical reports and data using a keyboard. Additionally, the position requires near and far vision in reading correspondence, statistical data and using a computer keyboard to enter and retrieve data. Acute hearing is required when providing telephone and personal service. Ability to lift, drag, and push files, paper, and documents weighing up to 25 pounds is required.