

Mesa Consolidated Water District  
**Customer Service Representative I/II**

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**Location:**

Costa Mesa California



**Job Description:**

**ABOUT THE DISTRICT:** Mesa Consolidated Water District is a local government agency providing water each year to over to 110,000 residents including homes, business and industries in Costa Mesa, parts of Newport Beach, and some unincorporated areas of Orange County including the John Wayne Airport. An industry leader, Mesa is known for its advanced water treatment practices and use of multiple technologies. The District is governed by an elected five-member Board of Directors, who appoints the General Manager. The General Manager is responsible for directing approximately 62 employees in the operation of the water system.

**THE POSITION:** Mesa Consolidated Water District is seeking applicants with outstanding customer service skills who are highly organized and detail-oriented for Customer Service Representative I/II. Under direction of Mesa's Conservation/Customer Service Coordinator, the Customer Service Representative I/II performs water utility billing, record keeping, routine bookkeeping, and telephone and in-person customer services; performs a wide variety of accounts receivable, account maintenance, data entry, billing and public contact work; and maintains a variety of files and records.

**MINIMUM QUALIFICATIONS:** Any combination of education and experience that would likely provide the necessary knowledge, skills, and abilities, is qualifying. Bilingual English/Spanish skills are highly desirable. Possession of a valid California Class C driver's license with good driving record as evidenced by freedom from multiple or serious violations or accident for at least two (2) years. Experience using Microsoft Excel, Word and Outlook, are strongly preferred. A typical way to obtain the knowledge, skills, and abilities required would be:

Customer Service Representative I – High school graduate or equivalent, and one year customer service and routine bookkeeping experience. Customer Service Representative II – High school graduate or equivalent, and two years responsible experience performing duties comparable to a Customer Service Representative I with Mesa Consolidated Water District.

**Salary:**

\$3,071 - \$4,233 DOE