



## Mariposa Public Utility District

P.O. Box 494  
4992 Seventh Street  
Mariposa, CA 95338  
209.966.2515

### JOB DESCRIPTION CUSTOMER SERVICE CLERK FULL TIME POSITION

#### The District

The Mariposa Public Utility District (District) was established in 1947 and is an independent Special District governed by a Board of Directors. The District provides public water and wastewater services to the town of Mariposa and currently services 682 connections and is approximately 873 acres in size.

#### The Position

Reporting to the General Manager, the Customer Service Clerk is responsible for delivering a range of office support services. Key duties include preparing, processing, and maintaining water and sewer billing records; receiving and documenting payments; responding to customer inquiries regarding account balances; recording and reconciling cash deposits; verifying and balancing numerical or financial data; and performing additional related tasks as assigned.

#### *General Office Responsibilities*

The Customer Service Clerk assists and interacts with both customers and contractors through various means, including in-person at the office, by telephone, and via e-mail. Responsibilities include addressing inquiries related to water and sewer account balances, utilizing a computer system to access and provide accurate information from customer accounts.

Serving as the District receptionist, the Customer Service Clerk receives and screens all visitors, ensuring they are directed at the appropriate individual or department for further assistance.

Regular updates and oversight of the District's website are performed to ensure all content is current and complies with applicable legal posting requirements. Additionally, the Customer Service Clerk is responsible for light office cleaning on a weekly basis to maintain a tidy and professional work environment.

### ***Utility Customer Accounts and Billing***

The Customer Service Clerk is responsible for accurately entering 9-digit meter readings each month into the billing software program and for completing the monthly utility billing process. Duties also include accepting and processing customer payments, verifying payment amounts against billing stubs, and adjusting billing stubs to record the actual payment if it differs from the amount billed. Management of the online payment portal is also required, supporting customers with any technical issues they may encounter.

### ***QuickBooks Accounting Software***

The Customer Service Clerk handles accounts payable, accounts receivable, and invoicing using QuickBooks accounting software. Additional duties involve preparing for audits and making bank deposits and performing bank statement reconciliations.

### ***General Manager and Operations Supervisor Support***

Provides essential assistance to both the General Manager and the Operations Supervisor by contributing to various accounting-related projects and preparing comprehensive reports. This support ensures that all financial and operational documentation meets the required standards for accuracy and completeness.

### ***Cross Connection Control Program***

Supports the administration of the Cross Connection Control Program, helping to maintain compliance and ensure that all necessary program requirements are met. Key duties involve coordinating program documentation and overseeing the distribution of annual customer notifications.

### ***Board Meeting Document Preparation***

Prepare documents required for Board meetings, ensuring all materials are organized and ready for review and discussion. This includes compiling necessary information and coordinating with relevant staff to facilitate smooth meeting operations.

### ***Board Meeting Support***

Attend evening, monthly Board meetings to ensure accurate documentation of proceedings. Responsible for recording meeting minutes, preparing an initial draft for review by the General Manager, and compiling all necessary documents required for meetings.

### ***Letter Preparation and Proofreading***

Assists in preparing and proofreading letters drafted by District staff. This task involves reviewing correspondence for clarity, accuracy, and professionalism before distribution, helping to maintain the quality of official communications.

### ***Collaboration with Laboratory Technical Manager***

Works closely with the Laboratory Technical Manager to ensure effective coordination and completion of assigned tasks. Responsibilities include receiving water samples, orally communicating sampling instructions, preparing detailed reports and managing the monthly billing process. Additionally, providing support for the design and review of various documents to maintain accuracy and consistency in all official communications.

## The Candidate

### Minimum Qualifications

- High school graduate or equivalent
- Possession of a valid California Class "C" driver's license
- Two (2) years of increasingly responsible clerical administrative experience or thirty (30) semester units in public or business administration or related field.
- Proficient in QuickBooks, Microsoft Word, Excel and Outlook
- Ability to learn specialized software programs such as Continental Billing System, and Tokay

### The Ideal Candidate

The ideal candidate is a team player, possesses excellent interpersonal and customer service skills, and is able to maintain attention to detail amidst frequent interruptions in a fast-paced environment. This position requires knowledge of office practices and procedures, including filing, typing and the operation of standard office equipment as well as correct English usage, including spelling, grammar and punctuation.

The ideal candidate will have the ability to:

- Operate a computer and accounting/spreadsheet software.
- Handle cash transactions, provide change, process deposits, and reconcile the checkbook.
- Communicate effectively, both written and orally with the public and District staff.
- Accurately perform detailed reports and clerical work.
- Read and transcribe numbers accurately.
- Make accurate arithmetic calculations.
- Ability to work independently, ensuring precision and attention to detail even when faced with interruptions.
- Post and verify data accurately and quickly.
- Understand and perform oral and written instructions.
- Conducts work in a manner which supports the overall team effort, and which avoids disruption of one's work and the work of others.

### Conditional Offer of Employment

An offer of employment will be conditional upon passing a physical examination and drug test by a qualified examiner approved by the District. Cost of the exam will be paid by the District. District employees are subject to random, reasonable suspicion and post-accident alcohol and drug testing.

### Compensation and Benefits

The annual salary for the Customer Service Clerk position is \$40,000. The position is full-time, Monday through Thursday 8 a.m. to 5 p.m. and Friday, 8 a.m. to 4 p.m.

*Retirement:* The District participates in the California Public Employees Retirement System (CalPERS). The retirement benefit depends on membership date with CalPERS

(Classic Members – 2% @ 60; PEPRA Plan – new hires after January 1, 2013, 2% @ 62). Coverage begins after two complete months of employment.

*Medical and Dental Insurance Coverage:* Employees and their eligible family members are eligible for medical insurance coverage the first of the month following thirty (30) full days of employment and dental insurance coverage the first of the month following ninety (90) full days of employment. The District pays the entire premium.

*Sick Leave:* Sick leave is accrued at the rate of 6.5 days per year (2.0 hours per pay period), increasing to 9.75 days/year (3.0 hours per pay period) after 5 years of service, and 12 days/year (3.7 hours per pay period) after 10 years of service.

*Holidays:* The District recognizes twelve (12) days as official District holidays, one (1) floating holiday and one (1) personal holiday.

*Vacation:* Vacation leave is accrued at the rate of ten (10) days/year, increasing to fifteen (15) days/year after 5 years of service, and twenty (20) days/year after 10 years of service.

#### Probationary Period

Employees are subject to a twelve (12) month probationary period from the date of hire. The employee's performance will be evaluated throughout the probationary period. Employment may be terminated without cause at any time by the General Manager.

#### Application Instructions:

Applicants are required to submit a completed and signed District Employment Application along with the Supplemental Questionnaire. While resumes may be included, they will not be accepted as substitutes for the mandatory application documents. Completed application packages may be hand-delivered to the Mariposa Public Utility District administrative office at 4992 7th Street, mailed to P.O. Box 494, Mariposa, CA 95338, or e-mailed as a PDF to [mpudoffice@sti.net](mailto:mpudoffice@sti.net).

The position will remain open until a suitable candidate has been selected. The desired start date is June 1, 2026.

## Supplemental Questionnaire

1. Possession of a valid California driver's license is a requirement of this position. Do you possess a valid California driver's license?
2. Share an example of your experience with telephone or in-person public assistance in an administrative setting.
3. List any college credits earned from an accredited college or university with course work in public or business administration or related field and/or list secretarial or clerical responsibilities and document increases in responsibility?
4. Briefly outline your experience with computer terminals or personal computers, including word processing, spreadsheets, databases, or specialized software.
5. List college credits earned in biology, chemistry, or algebra and/or describe instruction received or experiences that relate to science and math.