

# EMPLOYMENT OPPORTUNITY



## San Mateo County Harbor District Customer Service Coordinator

Salary Range: \$5,652 - \$7,575 per month plus benefits

Second Review of Applications  
October 3, 2022, at 5:00 p.m. or Open Until Filled

The San Mateo County Harbor District has a full-time employment opportunity with excellent benefits for a Customer Service Coordinator. Under general supervision the Customer Service Coordinator, performs a variety of complex and responsible customer service, administrative, clerical and para-professional accounts receivable duties. This position will provide administrative services in support of important functions and/or programs requiring specialized knowledge of the District's operations.

### **ESSENTIAL AND MARGINAL FUNCTIONS**

Essential functions may include, but are not limited to, the following:

- Provides first line of public contact for the District at the public counters and, by phone and email; provides information concerning District activities to District customers and the general public; receives monies for the Harbor/Marina, issues receipts for monies collected; works to resolve customer complaints, issues, questions, and concerns.
- Prepares and processes water/sewer, berth rent billings, and inputs electric meter readings into billing system.
- Prepares daily bank deposits and delivers them to the bank. Processes penalties for late payments and delinquency notices. Assists in the lien, collections, and past due process for customer accounts.
- Performs routine clerical work. Updates and revises forms, procedures, surveys, lists, and notices that relate to District operations; assists with projects such as special events.
- Maintains office supply inventory.
- Processes commercial fish buyer/seller licenses and gear storage permits and manages service work orders. Coordinates the work for the District in the front office and is responsible for front office organization including securing of front office and equipment at closing of day.
- Acts as liaison between customers and Harbor/Marina staff; assigns and reassigns the locations for berth spaces; coordinates and issues permits; updates billing module and berth information changes; operates a radio base station for communications with Harbor/Marina staff and monitors VHF radio in normal and emergency situations staying abreast of current activities; and performs related duties as assigned.
- Auxiliary job functions: Provides backup to Accounting Technician Functions, as necessary (i.e., accounts payable, payroll etc.) Maintains work areas in a clean and orderly manner.

## **QUALIFICATIONS**

Knowledge of:

- General District operations and/or government work experience is helpful.
- English usage, spelling, grammar and punctuation; modern office methods, procedures and equipment; filing and record keeping systems; basic principles, procedures, and practices of financial record keeping and reporting; report preparation and writing; methods and techniques of coding, verifying, balancing, and reconciling records; pertinent federal, state, and local laws, codes, and regulations; customer service techniques and practices; and modern office practices and procedures including computer applications such as word, excel and billing system software.

Ability to:

- Compile, organize and maintain accurate files, financial and statistical records and reports both manually and on an automated system; perform a variety of clerical, accounting and office support duties and activities in support of assigned functions: prepare, maintain and reconcile financial transactions, records and files; participate in the preparation of a variety of administrative and financial reports; understand and apply pertinent laws, codes and regulations as well as organization and department rules, policies, and procedures with good judgment; adapt to changing technologies, equipment, and systems; review and comprehend documents for accuracy and relevance; understand and carry out verbal and written instructions; successfully use automated financial systems, spreadsheets, word processing and other computer software; work independently and professionally and interact effectively with the public and co-workers.

### **Qualified Candidates will possess the following:**

Any combination of education and experience that would likely provide the required knowledge and ability is qualifying. A typical way to obtain the knowledge and ability would be:

#### **Education:**

- A High School diploma or General Educational Development (GED) equivalency required.

#### **Experience:**

- Two years' experience in computerized accounting and bookkeeping/data systems and sufficient skill to learn and use the District's billing software system. Two years' experience in customer service environment.

### **LICENSES OR CERTIFICATIONS**

- Possession of or ability to obtain and maintain a valid Class C California driver's license at time of employment.

## **BENEFITS**

This position enjoys a benefit package including:

- CalPERS Retirement (2.5% @55 Classic members or 2% @62 new members)
- CalPERS 457 Deferred Compensation Plan (Employer contributes 2% of base salary)
- Personal Time Off (Up to 160 hours a year) and Extended Illness Bank Accrual
- 10 Holidays plus Three floating holidays
- Medical/Dental/Vision & Life plans (Employee pays 7% of premiums)
- Pre-Tax Flexible Spending Account
- Teamsters Union Local 856

## **HOW TO APPLY:**

**OPTION 1.** To Apply Online: <https://www.smharbor.com/employment>

**OPTION 2.** Complete Application:

<https://www.smharbor.com/files/febaf9725/Employment+Application.pdf>

- E-Mail completed application: [bcortes@smharbor.com](mailto:bcortes@smharbor.com)
- Mail completed application: **HR Department, P.O. Box 1449, El Granada, CA 94018**

## **SELECTION:**

Applications will be reviewed by a screening committee and those applicants who appear to be among the best qualified will be selected for an interview and if applicable an examination process. All employee offers are subject to a thorough reference and background check.

## **NOTE TO APPLICANTS:**

The provisions of this bulletin do not constitute an express or implied contract. Any provision contained in the bulletin may be modified or revoked. The San Mateo County Harbor District is an Equal Opportunity and does not discriminate based on race, color, religion, sex (including pregnancy, transgender status, and sexual orientation), national origin, age (40 or older), disability or genetic information. In accordance with the Americans with Disabilities Act (ADA), if special accommodations are necessary at any stage of the interview/exam process, please notify the Human Resources Department in advance at (650) 741-9164 so your request may be reviewed prior to the occurrence of the interview/exam.