



**IMPERIAL IRRIGATION DISTRICT**  
**Internal & External Applicants**  
**Officer Customer Services**  
2021-00156

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**SALARY:** \$124,255.00 - \$158,589.00 Annually  
**DEPARTMENT:** Finance  
**SECTION:** Business & Customer Relations - Adm  
**LOCATION:** Imperial (Headquarters), CA  
**OPENING DATE:** 11/22/21      **CLOSING DATE:** 12/22/21 05:00 PM  
**JOB TERM:** Full-Time  
**JOB CLASS:** <https://agency.governmentjobs.com/iid/default.cfm?action=specbulletin&ClassSpecID=1418504&headerfooter=0>  
**TO APPLY CLICK HERE:** <https://www.governmentjobs.com/careers/iid>  
**PRIMARY FUNCTION:**

Under general direction, manages, plans and organizes the customer service and meter reading activities involving water and power billing services, customer assistance program, call center, credit and collections, cash, field services, rates and technology applications; establishes goals, objectives, measurements, and strategies, internal controls, and business processes; oversees metering of residential and business customers; provides expert advice to department management on utility customer support and metering issues. Performs other duties as assigned.

**MINIMUM QUALIFICATIONS:**

Bachelor's degree in accounting, finance, economics, business or public administration or related degree and five years of progressively responsible planning and directing customer service, marketing, finance and cash management functions for a utility including three years supervisory experience.

**LICENSING & CERTIFICATION REQUIREMENTS:**

A valid driver's license issued by the State of California, Department of Motor Vehicles is required.

An official current driving record (obtained within the last six months) from your local State Department of Motor Vehicles (DMV) or from official DMV website must accompany job application (no third party records accepted).

Veteran's Preference (External Applicants Only): Submit DD form 214 or other evidence of veterans' status by job posting deadline.

**OTHER REQUIREMENTS/TESTING:**

New hires are required to be fully vaccinated against COVID-19, no later than the first day of work, unless employee requests and the District grants an exemption to the COVID-19 vaccination requirement as a reasonable accommodation for employee's disability or sincerely held religious belief, practice, or observance.

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**"Imperial Irrigation District is an equal opportunity/affirmative action employer. We celebrate diversity and are committed to creating an inclusive environment for all employees."**

**Negative drug test required as condition of employment.**

**Employees must notify supervision when applying for a position.**

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