

CASTLE PINES NORTH



METROPOLITAN DISTRICT

August 2022

The Castle Pines North Metro District (CPNMD) seeks qualified applicants for the position of Customer Service Specialist.

Customer Service Specialist Job Description

Job Title:	Customer Service Specialist
Compensation/Benefits:	\$23 to \$27 per hour DOE, health insurance, paid vacation, PERA retirement in lieu of social security, and matching 401(k).
FLSA Status:	Full-Time Nonexempt
Reports To:	Office Administration Manager & District Manager
Submission Deadline:	12:00 noon, Monday, September 5, 2022.

About the Castle Pines North Metro District

Established in 1984, the Castle Pines North Metropolitan District (CPNMD) is a Title 32 Special District located in northern Douglas County, Colorado. CPNMD provides water & wastewater utilities, maintains the storm drainage system, and maintains 352 acres of open space, fourteen miles of trails, three parks, a community center, and associated facilities. CPNMD serves approximately 3,500 residential and commercial customers in Castle Pines — about 11,000 residents — west of I-25. To view CPNMD's mission and core objectives, please visit <https://cpnmd.org/about>.

Job Description Summary

Under the direct supervision of the Office Administration Manager, the Customer Service Specialist is a hands-on position responsible for CPNMD's day-to-day administration, including opening the office; greeting customers and other visitors at the front desk; answering and documenting phone calls at the front desk; troubleshooting customer account and billing issues; managing reservations for park amenities, ball fields, and the community center; addressing miscellaneous constituent concerns and questions; and otherwise assisting the Office Administration Manager and the District Manager as requested.

I. Primary Responsibilities

- A. Serve as CPNMD's front desk receptionist.
- B. Greet walk-in visitors.

- C. Answer incoming customer calls, thoughtfully evaluate the issue(s) raised, and provide answers or route calls to the appropriate staff member.
- D. Distribute incoming mail and process outgoing mail.
- E. Enter customer payments in the utility billing system and process credit card payments as necessary.
- F. Handle calls from title companies to schedule final meter readings.
- G. Assist with monthly water/sewer billings; utility service turn-ons and shut-offs; and ordering/maintaining office supplies.
- H. Manage community center rentals/usage and park pavilion rentals.
- I. Maintain event calendar.
- J. Distribute and collect field requests for spring and fall ball-practice seasons; help schedule teams on age-appropriate fields and notify coaches of field assignments; and performs follow-up throughout the seasons, as necessary.
- K. Maintain order in kitchen and conference room, as needed.
- L. Performs other duties and accomplishes special projects as needed.

II. Qualifications

- A. Exhibit exceptional organizational, interpersonal, and telephone.
- B. Exhibit superb written and oral communication skills.
- C. Exhibit basic math skills (addition, subtraction, multiplication, division).
- D. Must always engage customers with professionalism and tact.
- E. Master basic office skills, including office procedures and equipment usage.
- F. Must be detail-oriented and exhibit success working independently.
- G. Must be PC literate and know MS Outlook, Word, Excel, and electronic calendaring.
- H. Two years of customer service and billing experience preferred, but not necessarily required, DOE.
- I. Two years of college preferred, but not necessarily required, DOE.

Applicants must submit a resume and/or CV by no later than 12:00 noon on Monday, September 5, 2022. Please direct resumes, CVs, and associated questions to:

Castle Pines North Metropolitan District
Attn: Interim District Manager **Nathan Travis**
7404 Yorkshire Drive
Castle Pines, CO 80108
nathan@cpnmd.org
(303) 688-8550

PLEASE NOTE: The Castle Pines North Metro District, in its sole discretion, may choose to hire an employee for this position that exhibits desirable qualifications, experience, capacity, and characteristics other than those specified in the job description above.